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ABSTRACT

This coordinator's guide for a module on waiters and waitresses, one of a series of seven individualized units about restaurant occupations, has been developed for students enrolled in cooperative part-time training and employed in a commercial restaurant. Included in the first part of the guide are a progress chart, suggested teaching procedures, answers to the student assignment sheets and unit test, a job description and alternate titles, and a study guide objective. The second half of the guide consists of a series of information and assignment sheets dealing with the following topics: dining room attendant terms and definitions; appearance and attitudes for work, general safety, setting a table, taking customers' orders, table service, customers' checks, dining room responsibilities, and preparing drinks. A unit test concludes the guide. (MN)

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RESTAURANT OCCUPATIONS

WAITER/WAITRESS

D.O.T. NO. 311.477-030

Coordinator's Guide

Prepared by Durwin Hohhertz

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PREFACE

This study guide is one of seven individualized units developed for students enrolled in Cooperative Part-Time Training and employed in a commercial restaurant. Each self-paced unit is composed of information about one specific occupation. The study material is designed to provide the student with general information for immediate assistance on the job, and specific information which will relate to later on-the-job work experiences.

Even though these study guides are individualized, the coordinator should closely supervise each student's studies. To allow the coordinator to better direct the learning activities, both coordinator guides and student manuals are available. A progress chart is provided in the coordinator's guide. This will allow the coordinator to pinpoint the progress a student has made toward each objective in the sequence in which they are completed.

The coordinator's guide provides information and suggested activities that will assist in providing additional learning experiences for the student. Also included are suggested alternatives the coordinator may use in dealing with various types of disadvantaged students, including the slow-learner, and slow-reader. Other information sheets and assignments may be added to the study guide if requested by the employer.

The student manual should be used by the student in completing each assignment, and also as a reference throughout the job training period. This manual gives directions for both written assignments and individual involvement activities. The written assignments should be handed in to the coordinator, and individual involvement activities should be performed in class under the coordinator's supervision. Answer sheets are provided for assignment sheets and tests; however, a student should also be graded on individual participation. Both tests and assignments should be graded and returned to the students to be kept for reference in their notebooks.

A coordinator may have a student complete one or more related study guides in instances when a supervisor requires the student to perform responsibilities of two or more job titles within Restaurant Occupations. If a student easily accomplishes all of the assignments and studies in one guide, that student might be required to complete all available study guides for Food Services Occupations. This will prepare the student for occupational advancement, or for entrance into free enterprise system, or as an owner of a food service establishment.

The coordinator also is encouraged to read the sheets titled Suggested Teaching Procedures, found in the front of each coordinator's guide, for suggestions on additional activities, and for explanation of students' assignments. Although student manuals may be purchased individually, the coordinator may reproduce the information, assignment, or test sheets for other students in the class.

For information on other food service study guides, contact the Occupational Curriculum Laboratory, East Texas State University, Commerce, Texas 75428.

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The expertise of many coordinators across the state has contributed to the initial development of these Food Service study guides. Much credit is due them for their contributions of information and activities for these publications, which will be made available to other Cooperative Part-Time Training programs.

We extend special thanks to those members of the CVAE Cooperative Part-Time Advisory Committee who field-tested the first study guides developed, and later provided periodic evaluations and comments to be used in revisions and further development.
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Naomi Smith, Area X
Abel Gorena, Area XI
Dennye Frazier, Area XII

Appreciation is also given the numerous businesses that allowed our writers to collect information which has been incorporated into these publications.

Progress Chart for

WAITER/WAITRESS

DOT NO. 311.477-030

Name

School

		Date Completed
INFORMATION SHEET 1	TERMS AND DEFINITIONS	
ASSIGNMENT SHEET 1	DINING ROOM TERMS AND DEFINITIONS	
ASSIGNMENT SHEET 2	CHOOSING THE CORRECT WORD	
Test	Part 1	
OBJECTIVE	Match the terms associated with waiter/waitress to the correct definition.	
INFORMATION SHEET 2	APPEARANCE AND ATTITUDE	
ASSIGNMENT SHEET 3	DEMONSTRATE GOOD WORK ATTITUDES	
ASSIGNMENT SHEET 4	RATE YOUR WORK ATTITUDE	
Test	Part 2	
OBJECTIVE	Demonstrate good work attitudes towards customers and other employees.	
INFORMATION SHEET 3	GENERAL SAFETY	
ASSIGNMENT SHEET 5	DRAW A SAFETY POSTER	
ASSIGNMENT SHEET 6	SAFETY METHODS	
ASSIGNMENT SHEET 7	FIGURE THE HIGH COST OF AN ACCIDENT	
Test	Part 3	
OBJECTIVE	Identify the correct safety practices to be followed while working in the dining room.	
INFORMATION SHEET 4	SETTING A TABLE	
ASSIGNMENT SHEET 8	TABLE-SETTING METHODS	
ASSIGNMENT SHEET 9	PROPER USE OF TABLE LINENS AND ACCESSORIES	
ASSIGNMENT SHEET 10	DEMONSTRATE YOUR SKILL	
Test	Part 4	
OBJECTIVE	Identify the equipment needed and the correct procedure used in setting the basic restaurant cover.	
INFORMATION SHEET 5	TAKING THE CUSTOMER'S ORDER	
ASSIGNMENT SHEET 11	TAKING ORDERS	
ASSIGNMENT SHEET 12	PRACTICE TAKING ORDERS	
Test	Part 5	
OBJECTIVE	Discuss the process of taking and assembling the customer's order.	

		Date Completed
INFORMATION SHEET 6	TABLE SERVICE	
ASSIGNMENT SHEET 13	PROBLEM SITUATIONS	
ASSIGNMENT SHEET 14	DEMONSTRATE YOUR SERVING ABILITY	
Test	Part 6	
OBJECTIVE	Explain the types of table service used and the basic rules for table service.	
INFORMATION SHEET 7	THE CUSTOMER'S CHECK	
ASSIGNMENT SHEET 15	PREPARE TWO CUSTOMER CHECKS	
Test	Part 7	
OBJECTIVE	Point out the correct procedure for preparing and presenting the customer's check.	
INFORMATION SHEET 8	DINING ROOM RESPONSIBILITIES	
ASSIGNMENT SHEET 16	CLEARING THE TABLE	
ASSIGNMENT SHEET 17	CLEANING AND STOCKING DUTIES	
Test	Part 8	
OBJECTIVE	Discuss the dining room responsibilities of the waiter/waitress.	
INFORMATION SHEET 9	PREPARING DRINKS	
ASSIGNMENT SHEET 18	EXPLAIN DRINK PREPARATION	
ASSIGNMENT SHEET 19	SOLVE DRINK-MAKING SITUATIONS	
Test	Part 9	
OBJECTIVE	Explain the drink preparation process.	

This student has completed the indicated training under my supervision.

_____
Instructor

x

WAITER/WAITRESS

SUGGESTED TEACHING PROCEDURES FOR THE COORDINATOR

I. Objective Sheet

A. Discuss each objective with the student.

B. Explain the relationship of each objective to the student's training station.

C. Have the student complete the objectives in the most logical sequence for the training station.

(NOTE: A change of sequence is necessary only if a student changes jobs during the year or an employer requests training in a specific area.)

D. Add any objectives necessary for the training station.

II. Answers to assignment sheets

A. Some of the assignment sheets will vary according to training and should be graded individually.

B. Some assignment sheets will not have specifics but will depend on student participation.

III. Answers to the test

A. Answers are based on total information covered in the study guide.

B. For convenience of grading, make corresponding answer sheets for additional test parts added.

IV. Information and corresponding assignment sheets.

A. INFORMATION SHEET 1--TERMS AND DEFINITIONS

1. This information sheet may be used as a glossary.

2. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 1--DINING ROOM TERMS AND DEFINITIONS

(1) Have the student add any other terms not included on the information sheet that are used at the work station.

(2) Have the student make flash cards using the terms and definitions.

b. ASSIGNMENT SHEET 2--CHOOSING THE CORRECT WORD

(NOTE: Have the student develop similar word puzzles to reinforce the terminology.)

3. Have the student develop crossword puzzles using the terms and definitions.

B. INFORMATION SHEET 2--APPEARANCE AND ATTITUDE

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 3--DEMONSTRATE GOOD WORK ATTITUDES

(1) Have the student role-play situations of good and poor work attitudes.

(2) Have the student relate experiences in dealing with customers on the work station.

b. ASSIGNMENT SHEET 4--RATE YOUR WORK ATTITUDE

2. Have the student observe the work attitude of others at the work station or school cafeteria. Discuss which qualities are good and what improvements could be made.

3. Discuss in class how to handle specific complaints from customers.

4. Encourage the student to participate in classroom discussions or role-playing exercises to build upon the student's ability to communicate and deal with people.

C. INFORMATION SHEET 3--GENERAL SAFETY

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 5--DRAW A SAFETY POSTER

(1) Display the better safety posters at the work station or school bulletin board.

(2) Provide examples for the student to use.

(3) Provide materials needed for this project.

(4) Have a safety poster contest and allow a panel of students to judge them.

b. ASSIGNMENT SHEET 6--SAFETY METHODS

(1) Have the student add to the list any additional unsafe practices which take place at the work station.

(2) Assist the student in contacting U.S. agencies for safety information.

c. ASSIGNMENT SHEET 7--FIGURE THE HIGH COST OF AN ACCIDENT

2. Have the student discuss the causes of accidents that have occurred at the work station.

D. INFORMATION SHEET 4--SETTING A TABLE

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 8--TABLE-SETTING METHODS

b. ASSIGNMENT SHEET 9--PROPER USE OF TABLE LINENS AND ACCESSORIES

(1) Have the student explain the care of table linens used at the work station.

(2) Have the student demonstrate to the class the proper care and cleaning of table accessories.

(3) Have the student explain the care of table linens and accessories orally during a field trip to the school cafeteria.

(Note: Provide any additional linens and accessories that are not found in the cafeteria but are used on the work station.)

c. ASSIGNMENT SHEET 10--DEMONSTRATE YOUR SKILL

(1) Have the student give a demonstration to the class on the uses of the various pieces of dishware, glassware, and silverware.

(2) Provide any equipment needed for this demonstration.

(3) Allow the student to use the school cafeteria for the demonstration if it is more convenient.

(4) Have the student describe any changes in the common restaurant cover that are used at the work station.

2. Take a field trip to at least two different restaurants in the area during slow business hours and compare the covers used at each.

3. Have the students discuss why the table setting differs at different types of restaurants.

E. INFORMATION SHEET 5--TAKING THE CUSTOMER'S ORDER

1. Use the following assignment sheets to reinforce this area of information.

   a. ASSIGNMENT SHEET 11--TAKING ORDERS

      (1) Have the student relate personal situations for a class discussion.

      (2) Have the class participate in the discussion of role-playing situations.

      (3) Use suggestions from the class for possible situations which might be encountered.

   b. ASSIGNMENT SHEET 12--PRACTICE TAKING ORDERS

      (1) Provide menu pads for the student's use.

      (2) Have the student watch skits or view a film of persons taking customer orders.

2. Have the student develop cartoons to illustrate the procedure for taking and writing orders.

3. Visit a nearby restaurant to observe the correct procedures for taking and assembling the customer's order.

F. INFORMATION SHEET 6--TABLE SERVICE

1. Use the following assignment sheets to reinforce this area of information.

   a. ASSIGNMENT SHEET 13--PROBLEM SITUATIONS

      (NOTE: Have the student discuss other problem situations that have occurred at the work station and how the problems were handled.)

   b. ASSIGNMENT SHEET 14--DEMONSTRATE YOUR SERVING ABILITY

      (NOTE: Have the student interview waiters and waitresses to learn the correct techniques for serving food.)

2. Have the student view transparencies to learn to identify the types of service used in restaurants.

3. Visit several restaurants in the area to observe the various types of table service.

   a. Have the student observe American, French, Russian, English, and buffet service.

   b. Have the student compare the various table services.

G. INFORMATION SHEET 7--THE CUSTOMER'S CHECK

1. Use ASSIGNMENT SHEET 15--PREPARE TWO CUSTOMER CHECKS to reinforce this area of information.

2. Have the student present skits of waiters/waitresses presenting checks to customers.

3. Have students work in groups to practice the correct procedure to use.

H. INFORMATION SHEET 8--DINING ROOM RESPONSIBILITIES

1. Use the following assignment sheets to reinforce this area of information.

   a. ASSIGNMENT SHEET 16--CLEARING THE TABLE

      (1) Have the student demonstrate the proper procedure for clearing a table to the class.

      (2) The school cafeteria may be used if it is more convenient.

   b. ASSIGNMENT SHEET 17--CLEANING AND STOCKING DUTIES

      NOTE: Have the student list or describe other cleaning responsibilites performed at the work station.)

2. Have the student demonstrate how to prepare the table for new customers from clearing the table, resetting the table, and replacing all table accessories to their proper place.

I. INFORMATION SHEET 9--PREPARING DRINKS

1. Use the following assignment sheets to reinforce this area of information.

   a. ASSIGNMENT SHEET 18--EXPLAIN DRINK PREPARATION

      (NOTE: This assignment may be used as a quiz over drink preparation.)

   b. ASSIGNMENT SHEET 19--SOLVE DRINK-MAKING SITUATIONS

      (NOTE: Allow students working in the same jobs to work on this assignment in groups in order to stimulate discussion.)

2. Provide drink-making equipment from the school cafeteria for the student to explain the use to the class.

3. Have the student write the preparation procedure for any other drinks not covered in this information area that are used at the work station.

V. Test

A. The test is divided into nine parts.

1. Each part covers one information sheet.

2. Each part uses various methods of testing.

B. Various approaches may be used in testing.

1. Give each part of the test after the student has completed the information in one information area or sheet.

2. Give the entire test upon completion of the study guide and assignments.

3. Give one or several parts of the test as an additional assignment or to reinforce problem areas of learning.

C. Add test parts corresponding to any information areas of sheets added to the study guide.

VI. References:

A. Food Services - CVAE. Lubbock, Texas: Texas Tech University, Home Economics Instructional Materials Center, n.d.

B. Hospital Research and Educational Trust. Training the Food Service Worker. Bowie, Maryland: Robert J. Brady Company, n.d.

C. Food Service: Production and Service. Stillwater, Oklahoma: Mid-America Vocational Curriculum Consortium, Inc., n.d.

D. Today's Waitress. Cambridge, Massachusetts: Lebhar-Friedman, Inc., n.d.

E. U.S. Dept. of Health, Education, and Welfare. Training Food Service Personnel. Washington, D.C.: United States Government Printing Office, 1969.

WAITER/WAITRESS

ANSWERS TO ASSIGNMENT SHEETS

ASSIGNMENT SHEET 1

A.

1. Side work	8. Cutlery	15. Tip
2. Tines	9. Spillage	16. Set line
3. Accessories	10. Condiment	17. Sideboard
4. Cover	11. Courtesy	18. Portion
5. Tray jack	12. Manager	19. Serving procedure
6. Silence cloth	13. Practice of safety	
7. Station	14. Special food	20. Table tent

B. Evaluated to the satisfaction of the instructor.

ASSIGNMENT SHEET 2

B.

B	U	S	I	N	G	A	B	C	D	E	H	F	G	H	M	J	K
L	N	A	C	C	I	D	E	N	T	M	I	N	O	P	A	R	S
W	I	F	P	O	R	T	I	O	N	Z	T	A	R	E	N	N	T
V	F	E	Z	A	B	C	D	E	F	G	I	I	J	K	A	A	T
U	O	T	B	C	D	E	F	G	H	I	P	J	K	L	G	B	U
T	R	Y	A	C	E	D	E	F	G	H	T	H	J	K	E	C	V
S	M	Y	N	I	C	U	R	E	T	Y	A	Z	L	N	R	D	W
R	Y	C	Z	B	V	W	S	T	A	T	I	O	N	O	O	E	X
B	O	O	S	T	E	R	C	H	A	I	R	A	M	P	P	F	Y
Q	Z	N	M	A	T	I	N	E	S	S	O	R	N	Q	Q	G	Z
P	W	D	T	G	I	E	T	A	G	I	B	O	R	R	H	A	A
S	P	I	L	L	A	G	E	F	Q	R	J	K	P	S	S	I	B
A	V	M	P	E	R	S	O	N	A	L	S	E	R	V	I	C	E
N	V	E	Y	A	V	H	O	H	I	G	H	C	H	A	I	R	C
I	T	N	X	Z	T	G	N	V	T	S	D	U	Q	T	X	K	D
T	S	T	O	N	G	S	F	M	L	K	E	T	R	U	C	L	E
A	B	A	C	T	E	R	I	A	E	D	W	L	S	V	H	M	F
T	S	E	T	L	I	N	E	R	O	X	O	E	X	W	A	N	G
I	C	O	U	R	T	E	S	Y	W	U	R	R	U	T	N	O	H
O	A	T	T	O	I	N	K	E	N	T	K	Y	R	Q	G	P	I
N	I	M	M	A	C	U	L	A	T	E	O	N	M	L	E	K	J

ASSIGNMENT SHEET 3, 4, 5

Evaluated to the satisfaction of the instructor

ASSIGNMENT SHEET 6

A. 2 B. 1 C. 2 D. 2

ASSIGNMENT SHEET 7

A. $28.21

B. No estimate of loss

C.

1. The spill should have been cleaned up promptly.
2. NO
3. NO
4. All are responsible.

ASSIGNMENT SHEET 8

A. 1. The table's appearance is the diner's first introduction to the restaurant.

2. When putting on a fresh tablecloth, place half the cloth on one side of the table (over the silence cloth if one is used) and the remaining half gathered at the center. Place all condiment servers that will remain on the table on the side that is already covered. Straighten the cloth down on the other side.

3. a. Carry silverware on a clean cloth and pick up by the handles only.

b. Glasses should be held by the lower portion.

4. Place settings should face each other across the table when four places are set.

5. a. Forks are put on the left side of the plate with tines facing up.

b. Knives and spoons are put on the right side of the plate.

c. Knives are placed with the cutting edge toward the plate.

6. Plates should be placed so that any emblems or names face the customer.

7. The butter plate is placed above the dinner fork.

8. The water glass is placed directly above the dinner plate.

9. Coffee cups should be placed so the top of the saucer is in line with the top of the last spoon on the right. The handle should be toward the right and slightly toward the customer.

B and C

Evaluated to the satisfaction of the instructor.

ASSIGNMENT SHEET 9

A. A silence cloth is used under the tablecloth.

B. 1. Not below the chair seat, to prevent tripping on the ends.

2. Answers will vary.

C. The napkin is placed to the left of the fork.

D. Those containing syrup, honey, jams and jellies. All servers should be cleaned and refilled.

E. Answers will vary

F. 1. Cream and sugar

2. Cream, sugar, and lemon slices.

3. On a hot pad, coaster, or small dish.

G. 1. Placemats

2. Paper or plastic. They should be sponged off with a damp cloth (paper ones should be thrown away and new ones used).

ASSIGNMENT SHEET 10

A.

1.	Cocktail fork	9.	Teaspoon
2.	Salad fork	10.	Soup spoon
3.	Dinner fork	11.	Dinner plate
4.	Dinner knife	12.	Luncheon plate
5.	Butter knife	13.	Butter plate
6.	Steak knife	14.	Bowl
7.	Iced tea spoon	15.	Cup
8.	Serving spoon	16.	Saucer

B. Evaluated to the satisfaction of the instructor.

ASSIGNMENT SHEET 11, 12, 13, 14

Evaluated to the satisfaction of the instructor.

ASSIGNMENT SHEET 15

1.

DATE	WAITER	TABLE	No. in Party	CHECK NO. ...
		5		44

Coq au Vin	$ 3	50
Sal		50
Coffee		15
Sub Total	$ 4	15
Tax		21
Total	$ 4	36

2.

DATE	WAITER	TABLE	No. in Party	CHECK NO.
		3	2	44

Lobs. tails on din.		
Bake pot.		
Sal. / French		
Coff.	6	50
Shrip. new. @	3	20
Sal / French		50
Coff.		15
Sub Total	10	35
Tax		52
Total	$ 10	87

3. a. .62¢

b. 1.55

ASSIGNMENT SHEET 16

A. Evaluated to the satisfaction of the instructor.

B. Using both hands, carry trays at waist level.

C. Evaluated to the satisfaction of the instructor.

D. Answers might include the following:

1. Clean the table and chair seats by wiping with a damp cloth.
2. Wipe off all condiment servers.
3. Empty ashtrays and clean with a damp cloth.
4. Clean the floor around the table.
5. Sponge off high chairs or booster chairs and return to the proper place.
6. Replace soiled table linen.
7. Reset the table.
8. Rearrange chairs if necessary.

ASSIGNMENT SHEET 17

Evaluated to the satisfaction of the instructor.

ASSIGNMENT SHEET 18

A. Description should include two of the following methods:

1. Urn type
2. Individual pot type
3. Freeze dried

B. 1. Brewed tea

2. Instant

C. This answer will vary for different training stations, but the basic directions are as follows:

1. Select the proper sized glass requested by the customer.
2. Fill the glass 3/4 full of crushed ice.
3. Hold the glass under the spout of the selected drink and press the release lever.
4. Keep the counter stocked with glasses and ice

D. 185° and 190°

E. CO_2

F. Urn

G. Ice

H. 2½

I. 5

J. Watery

K. As they are taken by the customer.

ASSIGNMENT SHEET 19

Answers will vary for different training stations, but should include the following basics:

A. The tanks should be securely fastened to the wall or drink machine.

B. The ice melts, making the drinks watery.

C. The syrup tank's fittings are marked with an "IN" for the CO_2 line and an "OUT" for the line to be connected to the fountain.

D. Answer will vary.

WAITER/WAITRESS

ANSWERS TO TESTS

PART 1

1. f
2. h
3. i
4. j
5. c
6. k
7. m
8. l
9. n
10. b
11. g
12. a
13. e
14. d
15. s
16. u
17. w
18. t
19. v
20. q
21. x
22. r
23. p
24. o

PART 2

1. a. true
   b. false
   c. false
   d. true
   e. true
   f. true
2. a. courteous, considerate
   b. promptly, quietly, sanitary
   c. clean, unwrinkled
   d. posture
   e. immediately, pleasantly
   f. poised, patient
   g. pleasant, cheerful
   h. expression
   i. pride

PART 3

1. a
   c
   d
   f
   i
2. a. safety
   b. manager
   c. wet
   d. dry
   e. sign
   f. chipped, cracked, or broken
   g. trash
   h. report, manager

PART 4

1. a. 3
   b. 1
   c. 4
   d. 5
   e. 6
   f. 3
   g. 4
   h. 2
   i. 7
   j. 2
   k. 8
   l. 9
   m. 4

2. a. cover
   b. sugar bowl
   c. ashtray
   d. salt and pepper
   e. butter plate
   f. water glass
   g. creamer
   h. set line
   i. cup and saucer
   j. soup spoon
   k. teaspoon
   l. dinner knife
   m. dinner plate
   n. edge of table
   o. napkin
   p. fork
   q. salad fork
   r. salad plate

PART 5

1. a. (1)
   (4)
   b. (1), (2), (3)
   c. (3), (4)

2. a. (1), (2)
   b. (3), clockwise
   c. (1)
   d. (4)

3. a. 3 b. 2 c. 1 d. 4 e. 5

PART 6

1. a. American service
   b. French service
   c. English service
   d. Russian service
   e. Buffet service

2. a. true c. false e. true g. true
   b. false d. false f. false h. true

3. a. C, left b. D, left c. B, right d. A

PART 7

1. Answer should include five of the following:
   A. Prepare the check away from the table.
   B. Place the price of each item in the amount column opposite the item.
   C. Add all the prices listed in the amount column.
   D. Figure the sales tax and add to the check opposite the word tax.
   E. Total the ticket.
   F. Recheck all prices and addition.
   G. Write a "Thank you" and your name on the back of the ticket.

2. a. 4 c. 3 e. 1 g. 1
   b. 2 d. 1 f. 3 h. 2

PART 8

1. a. c. f. h. k.
   b. d. g. j. m.

2. a. Tables and chair seats
   b. All condiment servers
   c. Ashtrays
   d. High chairs
   e. Booster chairs

3. a. Put heavy dishes and platters in the center of the tray first.
   b. Balance the load with equally high stacks and weights of dishes.
   c. Separate flatware and pile it on one side of the tray.
   d. Place glassware in one section, goblets with stem down.
   e. Avoid placing glassware inside each other.
   f. Place cups, bowls, cream pitchers, and teapots on top of plates.
   g. Avoid overloading the tray and be sure the weight is evenly balanced.
   h. Place hot items away from cold items.
   i. Use both hands when carrying a tray.
   j. Carry trays at waist level unless instructed to carry them at shoulder level.

PART 9

1. a. Urn b. Individual pot c. Freeze-dried

2. a. Brewed
   (1) Check equipment for cleanliness.
   (2) Fill a pot with the amount of water needed to make tea.
   (3) Place the pot of water on the burner and bring to a boil.
   (4) Place tea bags in a container that will hold all the water.
   (5) Pour the water over the bags.
   (6) Allow the tea to simmer for 5 minutes.
   (7) Serve the tea as requested.

b. Instant
   (1) Check equipment for cleanliness.
   (2) Read directions on the jar of instant tea.
   (3) Place the proper measure of tea in an eight-ounce glass.
   (4) Add cold water and stir.
   (5) Serve as requested.

3. a. glasses b. ice c. straws
4. CO_2
5. 3/4 cup
6. As the supplies are removed by the customer.
7. Sizes will vary according to the training station.

WAITER/WAITRESS

DOT NO. 311.477-030

Serves food to patrons at counters and tables of coffeeshops, lunchrooms, and other dining establishments where food service is informal.

1. Presents menu, answers questions, and makes suggestions regarding food and service.
2. Writes order on check or memorizes it.
3. Relays order to kitchen and serves courses from kitchen and service bars.
4. Observes guests to fulfill any additional request and to perceive when meal has been completed.
5. Totals bill and accepts payment or refers patron to cashier.
6. Ladles soup, tosses salads, portions pies and desserts.
7. Brews coffee.
8. Performs other services as determined by establishment's size and practices.
9. Clears and resets counters or tables at conclusion of each course.

WAITER/WAITRESS

STUDY GUIDE OBJECTIVE

After completion of this study guide, the student will be able to use the correct terminology and perform the procedures and responsibilities required of a waiter/waitress in a commercial restaurant. This knowledge will be evidenced through demonstration and by satisfactorily completing a test.

SPECIFIC OBJECTIVES

After completion of this study guide, the student will be able to:

1. Match the terms associated with waiter/waitress to the correct definition.
2. Demonstrate good work attitudes towards customers and other employees.
3. Identify the correct safety practices to be followed while working in the dining room.
4. Identify the equipment needed and the correct procedure used in setting the basic restaurant cover.
5. Discuss the process of taking and assembling the customer's order.
6. Explain the types of table service used and the basic rules for table service.
7. Point out the correct procedure for preparing and presenting the customer's check.
8. Discuss the dining room responsibilities of the waiter/waitress.
9. Explain the drink preparation process.

WAITER/WAITRESS

INFORMATION SHEET 1--TERMS AND DEFINITIONS

A. Spillage--Any food or liquid dropped on a table, seat, floor, or tray.

B. Sanitation--Keeping all areas clean and free of any germs.

C. Condiments--Any seasoning used to bring out the flavor in food.

D. Busing--Taking dirty dishes to the proper place, cleaning tables, chairs, ashtrays, returning condiments to the proper place, cleaning spills.

E. Tongs--Tool used to pick up foods.

F. Cracked dish or glass--A split or partial break in a dish or glass.

G. Practice of safety--Watching for activities or equipment that could cause harm.

H. Customer accident--Any action where the customer is physically harmed, has clothes ruined, or is embarrassed.

I. Uniform--The clothing worn by the waiter/waitress.

J. Doggie bag--A bag used to take home the uneaten part of a meal.

K. Station--Assigned group of tables or counter stools.

L. Side work--Work done in addition to regular duties.

M. Personal service--Help given by waiter/waitress to customer.

N. Booster chair--A small seat used by small children that is placed on a regular chair or booth seat to help the child reach the table.

O. High chair--A chair with a tray attached that is used for babies who can sit alone and can be placed at the end or side of the table.

P. Condiment station--Location in the restaurant that contains extra supplies of coffee, tea, water, ice, silverware, napkins, lemons, cream, sugar, and sugar substitute.

Q. Tactful--Being thoughtful and courteous of others' feelings in handling various situations.

R. Courtesy--Consideration, respect, cooperation, and generosity towards others.

S. Efficient--Getting a job done properly without wasting time.

T. Personal appearance--The way one looks to the customer.

U. Legible--Neat and readable.

V. Special food--Any food that has to be specially prepared for a customer.

W. Additional food--Extra food that the employee gets for the customer.

X. Manager--The person who supervises the employees.

Y. Work schedule--Detailed outline telling the employee what job is to be done and when and how long it should take.

Z. Tip--Amount of money beyond the total cost of the bill, usually 15 percent.

AA. Peak period--Time of day when the customer load is greatest.

AB. Slack period--Time of day when the customer load is light and full staffing is not necessary.

AC. Table tent--A small advertisement placed on the table telling the customer about specials.

AD. Utensil--Tool or container used for serving food.

AE. Immaculate--Spotlessly clean.

AF. Bacteria--A very small germ that could cause disease or odor.

AG. Drink dispenser--A machine which will provide a person various types of drinks

AH. Coffee urn--The machine in which coffee is brewed and served at the service counter.

AI. Resupply (replenish)--To furnish food and materials to the area or station as the food and utensils are taken by the customer.

AJ. Portion--The amount of food served to the customer.

AK. Serving procedure--The method used to get food to the customer.

AL. Silence cloth--A cloth of felt or foam rubber used under a table cloth to reduce the noise of dishes placed on the table and also to keep the table cloth in position.

AM. Cover--Each individual place setting.

AN. Cutlery--The utensils used for cutting food.

AO. Tines--The points of the forks.

AP. Sideboard--Storage space within the dining area.

AQ. Tray jack--Folding stand on which to set a tray.

AR. Accessories--Things that are added for convenience or decoration.

AS. Set line--The lower boundary for placing the dinner plate and silverware.

AT. Garnish--To add decoration to a food.

AU. A la carte--Foods on the menu that are listed and priced separately.

WAITER/WAITRESS

ASSIGNMENT SHEET 1--DINING ROOM TERMS AND DEFINITIONS

A. Supply the terms for the following definitions:

1. Work done in addition to regular duties._____
2. Points of forks._____
3. Things that are added for convenience or decoration._____
4. Each individual place setting._____
5. Folding stand on which to set a tray._____
6. Pad used under a tablecloth to reduce the noise of the dishes._____
7. Assigned group of tables or counter stools._____
8. Utensils for cutting food._____
9. Any food or liquid dropped on a table, floor, or tray._____
10. Any seasoning used to bring out the flavor of food._____
11. Consideration, respect, cooperation, and generosity toward others._____
12. The person who supervises the employees._____
13. Watching for activities or equipment that could cause harm. _____
14. Any food that has to be specially prepared for a customer. _____
15. Amount of money beyond the total cost of the bill, usually fifteen percent._____
16. The lower boundary for placing the dinner plate and silverwater._____
17. Storage space within the dining area._____
18. The amount of food served to the customer._____
19. The method used to get food to the customer._____
20. A small advertisement placed on the table telling the customers about specials._____

B. Which of the items on the terms and definitions information sheet are you familiar with at the restaurant where you work? List each term and your duties related to it. Use the back of this sheet.

WAITER/WAITRESS

ASSIGNMENT SHEET 2--CHOOSING THE CORRECT WORD

Directions: From the list below, find the words associated with waiter/waitress that are in the word search game. Some of the words are across and some are up and down.

B U S I N G A B C D E H F G H M J K
L N A C C I D E N T M I N O P A R S
W I F P O R T I O N Z T A R E N N T
V F E Z A B C D E F G I I J K A A T
U O T B C D E F G H I P J K L G B U
T R Y A C D E E F G H T H J K E C V
S M Y N I C U R E T Y A Z L N R D W
R Y C Z B V W S T A T I O N O O E X
B O O S T E R C H A I R A M P P F Y
Q Z N M A T I N E S S O R N Q Q G Z
P W D T G I E T A G I B O R R H A A
S P I L L A G E P Q R J C P S S I B
A V M P E R S O N A L S E R V I C E
N U E Y A U H O H I G H C H A I R C
I T N X Z T G N U T S D U Q T X K D
T S T O N G S F M L K E T R U C L E
A B A C T E R I A E D W L S V H M F
T S E T L I N E R O X O E X W A N G
I C O U R T E S Y W U R R U T N O H
O A T T O I N K E N T K Y R Q G P I
N I M M A C U L A T E O N M L E K J

Busing	Booster Chair	Courtesy	Uniform	Set Line
Accident	Spillage	Immaculate	Manager	
Condiment	Personal Service	Sanitation	Tip	
High Chair	Tongs	Safety	Cutlery	
Station	Bacteria	Portion	Tines	

WAITER/WAITRESS

INFORMATION SHEET 2--APPEARANCE AND ATTITUDE FOR WORK

I. Appearance

A. Good grooming is essential because the waiter/waitress is constantly viewed by customers.

B. Start the day with a clean, unwrinkled uniform.

(NOTE: If your uniform becomes very soiled during the day, change to a clean one.)

C. Be neat and clean.

D. Good posture will make you look and feel better, especially when your work requires a great deal of standing and walking.

1. Stand straight but relaxed.

2. Try to align your body vertically, with the head, shoulders, and arms centered over the heel of the foot.

E. Hand care is essential.

(NOTE: People in a restaurant are very sensitive about the waiter's/waitresses's hands. They observe not only how your hands look, but also what you do with them.)

1. Keep your hands and cuticles smooth by using a lotion.

2. Keep nails shaped and medium length.

3. Maintain the cleanliness of your hands.

a. Keep your hands away from your hair and face while on duty.

b. Try not to squeeze or cough unnecessarily.

(NOTE: If you must sneeze, be sure to cover your mouth.)

4. Use clear polish only.

F. Be aware of your facial expression.

(NOTE: You may say something pleasant but your face may be saying something else to the customer.)

G. Avoid flashy jewelry.

H. Use a pleasant clear voice.

(NOTE: An attractive voice, like a smile, puts the customer in a good mood.)

I. Have a friendly smile and a pleasant manner.

II. Ways of displaying proper work attitudes--Appearance is not the only thing that affects how comfortable you make your customers feel. Another important factor is the attitude you display.

A. Show enthusiasm for your job.

B. Be courteous and considerate with customers and other employees.

C. Be pleasant at all times, even when others are unpleasant.

D. Cooperate in working with others.

(NOTE: Team work and cooperation provides your customer with better service and a better atmosphere.)

E. Do your work promptly, quietly, and in a sanitary manner.

F. Show willingness to assume responsibility.

G. Show pride in your restaurant and the quality of service it provides.

III. Dealing with customers

A. Good food and good service make customers happy.

B. Happy customers are good for business and leave larger tips.

C. A pleasant, cheerful attitude helps make customers feel comfortable.

D. Be poised, patient, and easy going even under trying circumstances.

E. Be available to customers at all times.

(NOTE: A good waiter/waitress quickly brings whatever the customer requests, but an excellent one anticipates the customer's needs.)

F. Be willing to help customers.

1. Assist with packages, coats, and handbags.

2. Bring high chairs or booster chairs for small children.

(NOTE: Ask the parents which chair is appropriate if you cannot decide.)

3. Draw window shades to prevent glare.

4. Provide newspapers (if available) to customers who are eating alone or who are waiting for friends.

5. Refill water glasses or coffee cups as needed.

6. Supply extra napkins and flatware if they are dropped.

(NOTE: Provide the customer with the clean item before picking up the dirty item.)

G. Assist the elderly or handicapped to be seated.

(NOTE: Always be very patient and give them as much assistance as they will allow.)

H. See that the customers receive prompt attention.

1. Be aware of newly seated customers.
2. Assure customers that you will be right with them.

I. Attend to complaints immediately and pleasantly.

1. Listen to the customer.
2. Apologize for any inconvenience.
3. Do not hesitate to admit a mistake.
4. Never argue with a customer.
5. Thank the customer for bringing the matter to your attention.
6. Act on the complaint promptly.

EXAMPLE: Change seating if requested by the customer; correct wrong orders.

7. Report problems that you cannot handle to the manager.

WAITER/WAITRESS

ASSIGNMENT SHEET 3--DEMONSTRATE GOOD WORK ATTITUDES

Directions: Relate personal experiences in answering each of the following questions. Give examples of both good and poor work attitudes.

A. Explain how customers should be treated by the waiter/waitress.

B. What are some of the requests that customers have made to you at the work station?

C. Explain how you would handle the situation if a customer complained to you about the silverware being dirty. About slow service.

WAITER/WAITRESS

ASSIGNMENT SHEET 4--RATE YOUR WORK ATTITUDE

Directions: Rate yourself on each statement below. Place a check in the block that best answers the question. Total your score.

	Always	Sometimes	Never
1. Do you wear a smile?			
2. Do you greet every customer in a friendly way?			
3. Do you cooperate in working with others?			
4. Are you neat and well groomed?			
5. Do you show pride in your work?			
6. Do you assist other employees?			
7. Are you courteous and tactful with the complaining customer?			
8. Do you speak to the customers with confidence?			
9. Do you provide service beyond that required?			
10. Do you enjoy dealing with people?			
SUBTOTAL			
TOTAL			

Rating

70-100 You have a good work attitude.

50-70 You need to improve weak areas.

WAITER/WAITRESS

INFORMATION SHEET 3--GENERAL SAFETY

I. Causes of accidents

A. Unsafe practices of employees.

1. Careless stacking of dishes on a tray.
2. Failure to clean food, drink, or ice spills immediately.
3. Moving around too fast.
4. Wearing unsuitable shoes.
5. Dumping smoldering cigarettes in with paper trash.
6. Failure to report unsafe conditions.
7. Careless work habits.
8. Incorrect lifting of heavy objects.

B. Unsafe work situations.

1. Damaged floor tile or carpet.
2. Water leakage in the work area.
3. Broken tables or chairs.
4. Chipped, cracked, or broken dishes.
5. Wires or cords across passageways.
6. Slick floors.

EXAMPLES: Unmopped spills, wet from mopping or waxed floors.

II. Job safety rules

A. Learn the safety information given to you at work.
B. Ask your manager about safety practices.
C. Check floors and carpet for damage.
D. Clean up spills immediately.
E. Dry floors after cleaning up spills.
F. Post signs on wet floors.
G. Wear proper work shoes.
H. Wear gloves when cleaning up glass.
I. Report any broken or defective equipment.
J. Check dishes for cracks or chips.

III. Safety procedures for using bus carts, dish dollies, and hand carts.

A. Do not overload bus trays or carts with dishes, glasses, or silverware.

B. Make sure that you can see where you are going.

C. Be alert near swinging doors, corners, and congested areas.

D. Guard against bumping into a person or object.

E. Back through the door to the kitchen or dishroom and pull the cart after you.

F. Bus carts in poor repair should be removed from service.

G. Avoid accidents by watching out for other people.

IV. Body mechanics

A. Lift heavy containers of food or supplies correctly to avoid accidents or injuries.

1. Place your feet about twelve inches apart.
2. Squat close to the object to be lifted.
3. Keep your back as straight as possible.
4. Lift by pushing up with your leg muscles.

B. When carrying objects, keep the load close to the body.

C. Never carry loads so high that vision is blocked.

D. Put the load down by reversing the procedure.

WAITER/WAITRESS

ASSIGNMENT SHEET 5--DRAW A SAFETY POSTER

A. Directions: Using one or more of the ideas below, draw a safety poster on poster board or a full sheet of paper. Use cut-outs from magazines or newspapers to help explain the situation.

1. Show a typical accident.
2. Design a safety slogan.
3. Show how to prevent an accident.
4. Show causes of common accidents.

B. List any procedures or places at the work station that might be unsafe and point out ways to correct them.

WAITER/WAITRESS

ASSIGNMENT SHEET 6--SAFETY METHODS

Directions: Study the picture at the right and answer the following questions. What is about to happen?

A. If the waitress had seen the man rising, she should have:

_____1. jumped back.

_____2. called out to him.

_____3. set the tray down on another table.

_____4. stood still.

B. If the waitress doesn't see the man rising, she:

_____1. is not being alert.

_____2. needs glasses.

_____3. can blame the accident on the man.

_____4. is just minding her own business.

C. What is about to happen to the customer seated at the left?

____1. She will recognize the man who is rising.

____2. She will have food spilled on her.

____3. She will have changed her order.

D. The waitress could have prevented this situation if she had:

_____1. loaded the tray properly.

_____2. loaded the tray properly and watched where she was going.

_____3. stayed home from work.

_____4. used a smaller tray.

WAITER/WAITRESS

ASSIGNMENT SHEET 7--FIGURE THE HIGH COST OF AN ACCIDENT

Directions: A party of four guests has ordered:

1 filet mignon, baked potato, salad, and coffee, 2 T-bone steaks, 2 french fries, 2 salads, 1 coffee, 1 cake, 1 fried chicken, mashed potatoes, and coke.

You slip on a scrap of food on the floor and drop the tray, ruining the food and breaking all the dishes and glasses.

1 filet mignon - $2.50
2 T-bone steaks @ $1.85 each
chicken serving - $.50
1 portion potatoes - $.05
1 portion salad dressing - $.05
1 cake - $.10
1 cup coffee - .02
1 coke - .02
1 dinner plate - $4.00
1 saucer - .55
1 salad plate - .55
1 glass - .15

A. Figure the total cost of the items lost to your employer using the figures above. Estimate the value of the time lost by the waiter/waitress, the busboy, the cook.

B. What if the party of four customers had been coming in regularly each week on Tuesdays, and because of this accident, quit coming anymore? How much could the restaurant lose over a period of time?

C. The figure represents only the cost of the basic foods and dishes. To get a more accurate figure, you would have to add the cost of ingredients used in preparing the food; for example, milk and butter for the mashed potatoes. You would also have to add the labor cost--perhaps 1/2 hour of the chef's time.

1. Name one way the accident could have been avoided.

2. The guests will have to wait until their order is prepared again. Do you think they will give you a big tip?

3. Do you think your employer will give you the raise you were expecting next week?

4. Who is responsible for the accident?

_____a. person who dropped food scraps on floor

_____b. busboy

_____c. waitress

_____d. hostess

WAITER/WAITRESS

INFORMATION SHEET 4--SETTING A TABLE

I. Table linens--The table's appearance is the diner's first introduction to the meal.

A. Tablecloths

1. Tables in a restaurant should be fresh and neatly arranged.

(NOTE: If something is spilled on the cloth, it should be replaced as soon as possible.)

2. Tablecloths are usually placed over a "silence cloth" to reduce the noise of the dishes used on the table.

3. Tablecloths should be the right size for the table.

(NOTE: The cloth should not extend below the chair seat.)

4. When putting on a fresh tablecloth, place half the cloth on one side of the table and the remaining half gathered at the center.

5. Place all condiment servers that will remain on the table on the side that is already covered.

6. Straighten the cloth on the opposite side.

(NOTE: Place the tablecloth on the table as quietly and as unnoticeably as possible.)

7. If placemats are used instead of a tablecloth, they should be placed one inch from the table edge for each chair at the table.

8. If a fresh tablecloth is not laid when resetting the table (or if no tablecloth is used) be sure to brush crumbs or loose salt or sugar from the table surface into a dish or tray.

B. Placemats

1. Paper or plastic placemats may be used instead of a tablecloth.

2. Paper mats should be fresh for each customer.

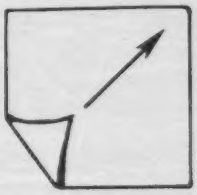
3. Plastic mats should be wiped off with a damp cloth each time they are used.

C. Napkins

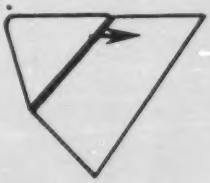
1. Napkins may be folded in a number of ways, depending upon the custom of the restaurant.

30 a. Crown fold method

(1) Fold corner to corner.

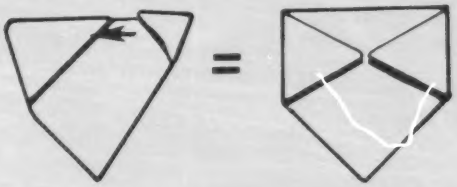


2. Fold left corner 3/4 way over.



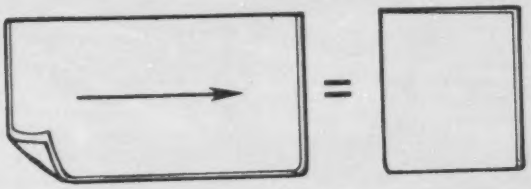
(3) Fold right corner 3/4 way over

Stand up napkin in center of cover.

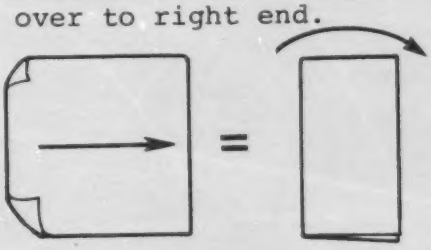


b. Standard rectangular method

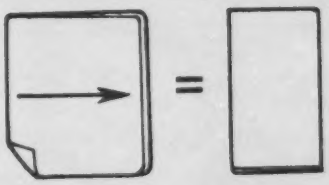
(1) Fold napkin in half.



(2) Fold left end of napkin over to right end.



(3) Fold in half again so all loose pieces are at the bottom and on the right of the napkin.



2. The napkin may be placed to the left of the fork, or in the middle of the place setting depending upon the custom of the restaurant.

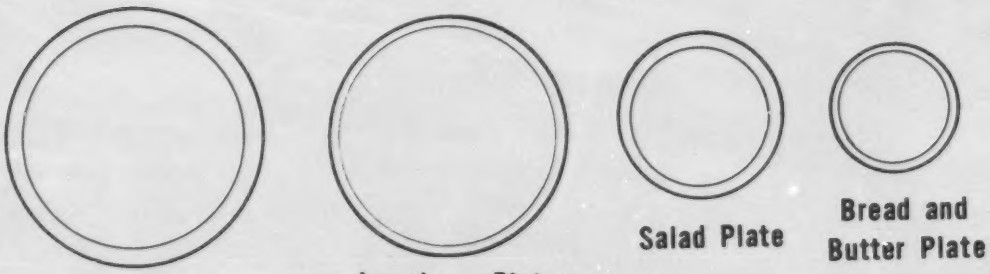
II. Dishware, Glasses, and Silverware

A. Dishware

1. Plates

a. The size of plate to choose is determined by its use.

b. The largest plate is the dinner plate.



Dinner Plate

Luncheon Plate

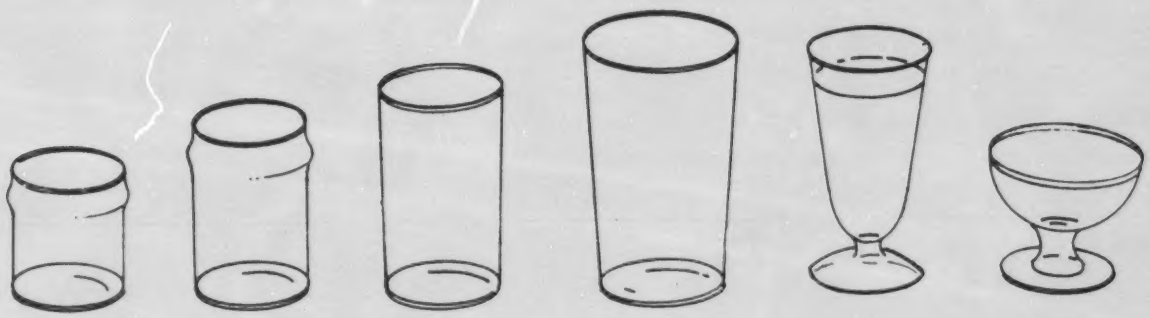
Salad Plate

Bread and Butter Plate

2. Bowls and cups
   a. Salad is often served in a wooden bowl.
   b. Soup bowls usually come in two sizes--one for the person who wants only a small cup, and one for the person who wants a meal-size soup course.
   c. The dessert dish is the smallest bowl.
   d. Hot drinks may be served in cups with saucers or in mugs.

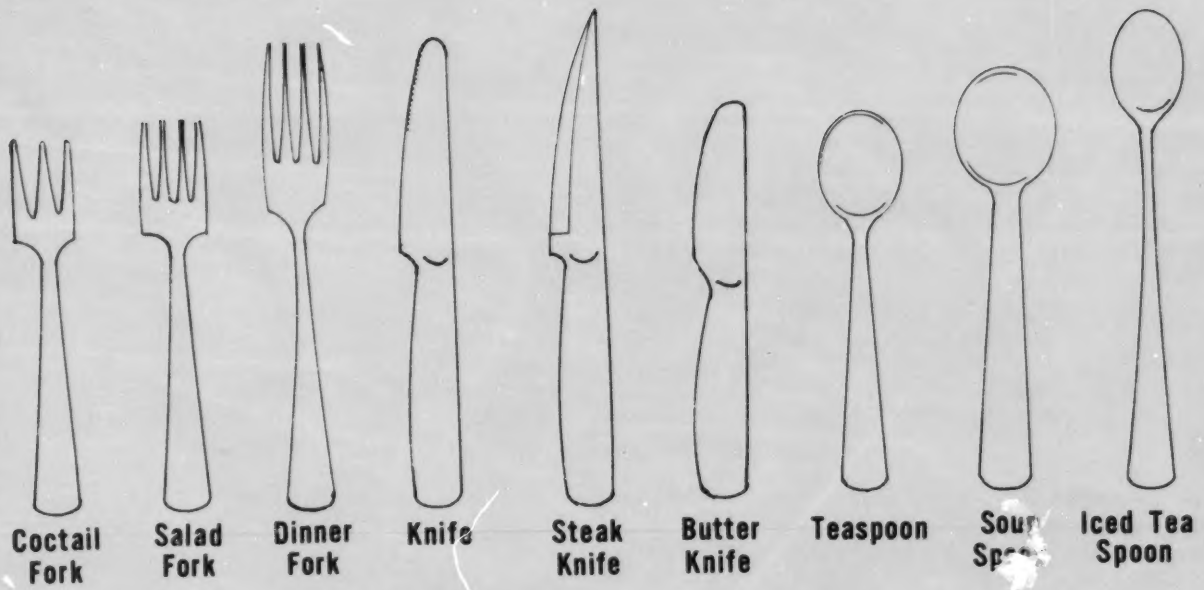
Wooden Salad Bowl | Soup Cup | Soup Bowl | Dessert Bowl | Cup and Saucer | Mug

B. Glassware
   1. The iced tea glass is usually the largest glass used, then the water or milk glass.
   2. The juice glass may be large or small, but both sizes are smaller than any other glass.
   3. Stemmed glassware is frequently used to serve desserts.
      (NOTE: The most common are the flat sherbet dish and the parfait glass.)



Small Juice Glass | Juice Glass | Milk or Water Glass | Iced Tea Glass | Parfait Glass | Sherbert Glass

C. Silverware



III. Place settings (covers)

A. Place settings should face each other across the table when four or more places are set.

B. When only two places are set, they face the center of the dining room.

(NOTE: Place settings are between table legs.)

C. When handling dishes, carry plates by the edges and glasses by the lower portion.

D. Carry silverware on a clean cloth and pick up by the handles only.

E. The dinner plate is placed directly in front of the customer's seat about 1" from the edge of the table and in the middle of the place setting.

(NOTE: The dinner plate is not always placed on the table at the time it is set.)

F. Plates should be placed so that any emblems or names face the customer.

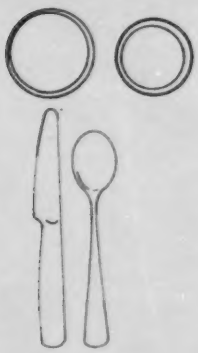
G. Knives and spoons are put on the right side of the cover.

(NOTE: Knives should be placed with the cutting edge toward the plate.)

H. Silverware the customer will use first is placed on the outside of the setting with the bottom of the silverware even with the bottom of the dinner plate.

EXAMPLE: The salad fork will be outside the dinner fork.

I. All additional silverware, including coffee spoons, iced tea spoons, and dessert forks are usually brought immediately before serving the course for which they are needed.



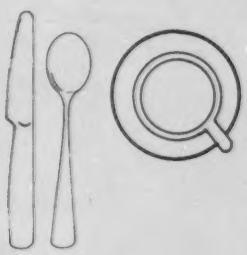
J. When a butter plate is used, it is placed above the dinner fork.

(NOTE: The butter knife may be placed across the top edge or across the right side of the butter plate.)

K. The salad plate is placed above the dinner plate and slightly to the left of the fork.

L. The water glass is placed directly above the dinner knife. All other glasses are arranged in a parallel row to the right of the water glass in descending order according to their size.

M. Glasses may be placed upside down when the table is set, depending on the custom of the restaurant, and turned right side up when the customer is seated.



N. When a coffee cup is set on the table, the top of the saucer should be in line with the top of the last spoon on the right.

(NOTE: The handle of the cup should be to the right and slightly angled toward the customer.)

IV. Table accessories--All accessories on the table should be treated and handled with the same care as dishes and linens.

A. All accessories should balance the table setting so that one side of the table is not weighed down with equipment.

B. Water, crackers, and butter should be placed on the table after the customer is seated.

C. Condiment servers should be kept clean and should be refilled as needed between customers at the end of the work shift.

(NOTE: Condiment servers that do not remain on the table should be wiped off at the side stand before bringing to the table for the customer's use.)

D. Individual pots for coffee or hot tea should be placed on mats, coasters, or a small dish.

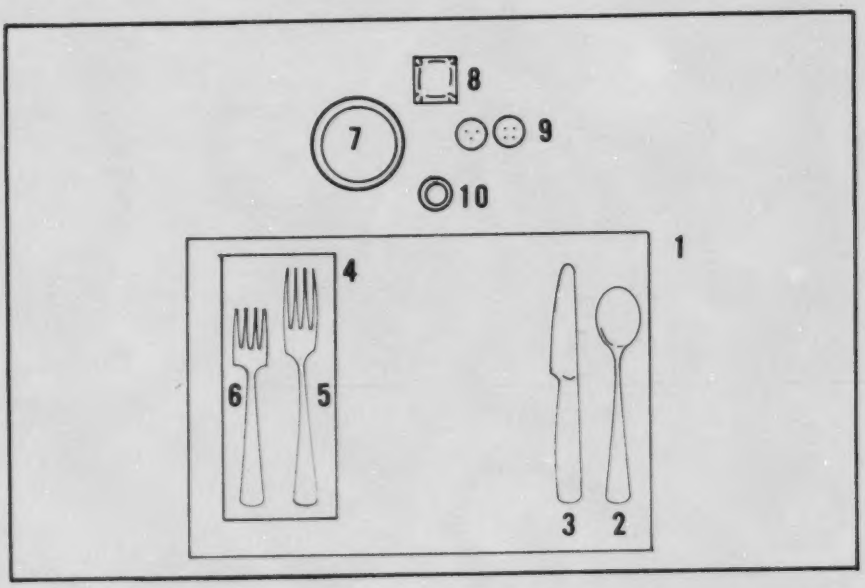
1. Cream pitchers should be brought to the tables with the coffee or tea--also lemon slices if requested.

2. Cream pitchers that remain on the table should be checked regularly for freshness and should be filled when necessary.

E. Ashtrays should be kept emptied and wiped clean.

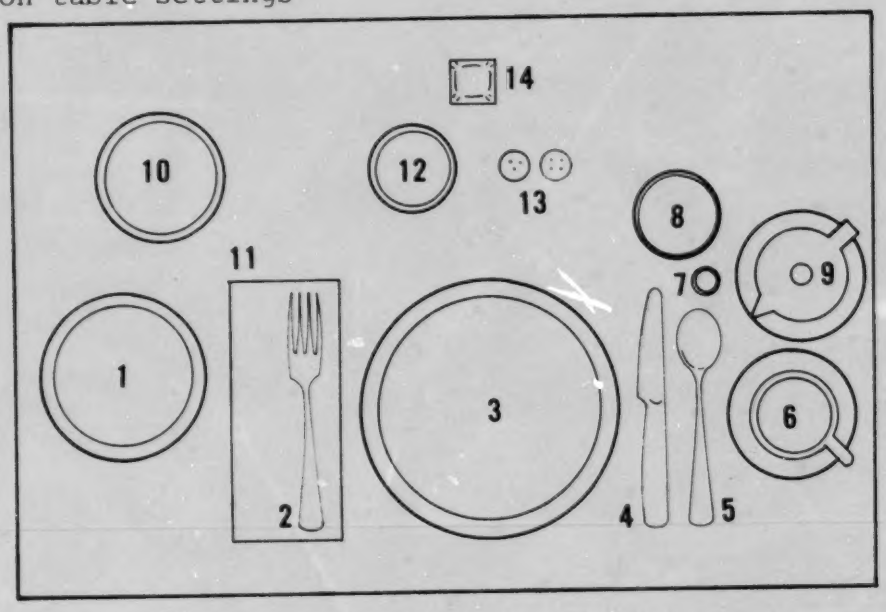
CAUTION: Do not put smoldering cigarettes or matches in with paper trash.

V. Basic restaurant cover



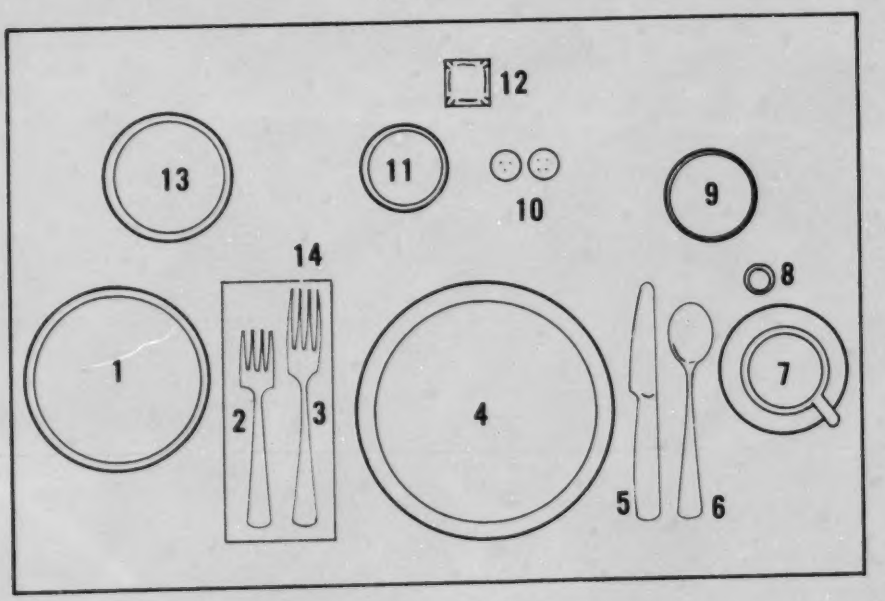
1. Place Mat
2. Teaspoon
3. Dinner Knife
4. Napkin
5. Dinner Fork
6. Salad Fork
7. Sugar Bowl or Rack
8. Ashtray
9. Salt and Pepper
10. Cream Pitcher

VI. Common table settings



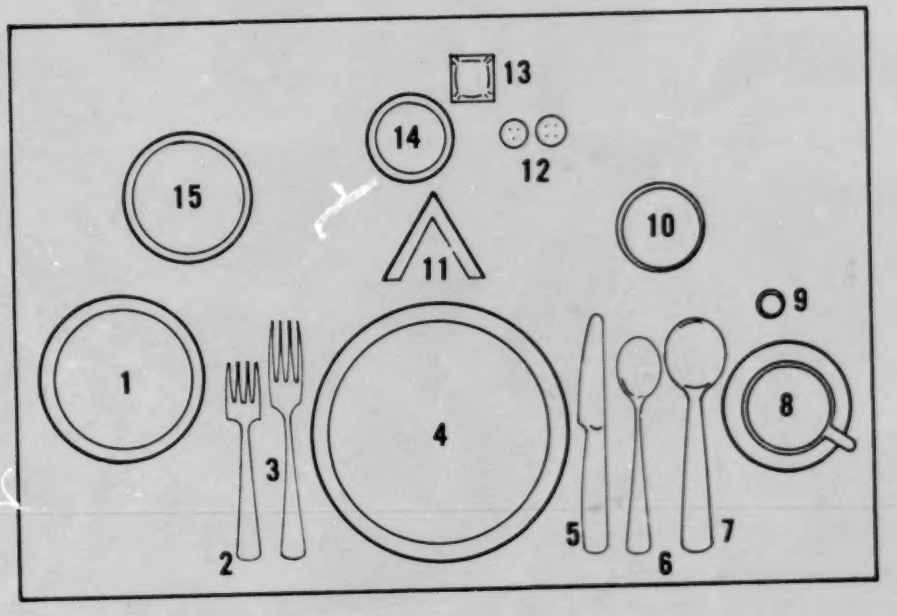
Standard Breakfast Setting

1. Plate of Toast
2. Dinner Fork
3. Breakfast Plate
4. Knife
5. Teaspoon
6. Cup and Saucer
7. Creamer
8. Water Glass
9. Coffee Pot on Underliner
10. Bread and Butter Plate
11. Napkin
12. Sugar Bowl
13. Salt and Pepper
14. Ashtray



Standard Luncheon Setting

1. Salad Plate
2. Salad Fork
3. Dinner Fork
4. Dinner Plate
5. Dinner Knife
6. Teaspoon
7. Cup and Saucer
8. Creamer
9. Water Glass
10. Salt and Pepper
11. Sugar Bowl
12. Ashtray
13. Bread and Butter Plate
14. Napkin



Standard Dinner Setting

1. Salad Plate
2. Salad Fork
3. Dinner Fork
4. Dinner Plate
5. Dinner Knife
6. Teaspoon
7. Soup Spoon
8. Cup and Saucer
9. Creamer
10. Water Glass
11. Napkin (Tent Fold)
12. Salt and Pepper
13. Ashtray
14. Sugar Bowl
15. Bread and Butter Plate

WAITER/WAITRESS

ASSIGNMENT SHEET 8--TABLE SETTING METHODS

A. 1. Why should a table in a restaurant be clean and neatly set?

2. Explain, step by step, how to change a tablecloth in a restaurant.

3. How should silverware be handled? Glassware?

4. How are place settings arranged for a table of four?

5. In relation to the plate:
   a. Where are forks placed?

   b. Where are knives and spoons placed?

   c. What do the cutting edges of the knife face?

6. How should dishes with names or emblems be arranged?

7. Where is the butter plate placed (if one is used)?

8. Where is the water glass placed?

9 . Where should a coffee cup be placed?

B. What are your specific table setting duties at your job?

C. 1. Draw the proper way you have been instructed at the work station to prepare the table for the next customer.

2. How does it differ from the common restaurant cover?

ASSIGNMENT SHEET 9--PROPER USE OF TABLE LINENS AND ACCESSORIES

Directions: Answer the following questions that show the proper use of table linens and accessories.

A. What can be used to help reduce the clatter of dishes on a tablecloth? Explain how it is used.

B. 1. How far toward the floor should a tablecloth hang? Why?

2. Does the restaurant where you work use tablecloths? Is so, how have employees been instructed to change them?

C. When setting a table, where would you place the folded napkin?

D. What kinds of condiment servers usually present the biggest problem as far as neatness and cleanliness? What must regularly be done to these and all other condiment servers to keep them ready for use?

E. What kinds of condiments and servers are used at the restaurant where you work?

F. 1. What should be served with hot coffee?

40

2. Hot tea?

3. How should individual pots for coffee or hot tea be served?

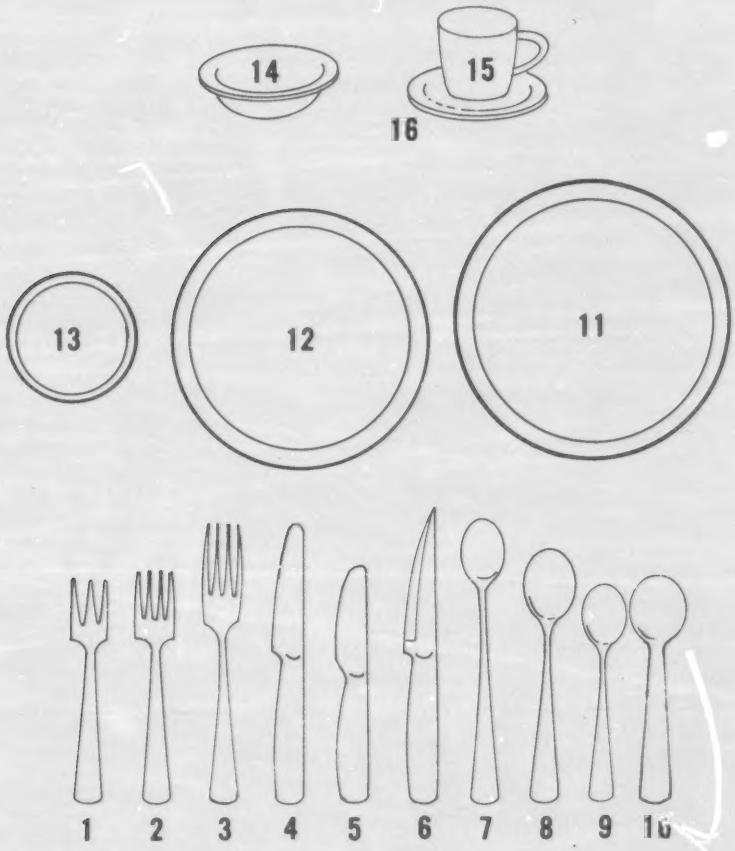
G. 1. What is sometimes used instead of a tablecloth?

2. What are they usually made of, and how should they be cared for?

WAITER/WAITRESS

ASSIGNMENT SHEET 10--DEMONSTRATE YOUR SKILL

A. Identify the flatware and china pictured below by writing the correct names in the blanks provided.



1. _____ 7. _____ 12. _____

2. _____ 8. _____ 13. _____

3. _____ 9. _____ 14. _____

4. _____ 10. _____ 15. _____

5. _____ 11. _____ 16. _____

6. _____

B. Demonstrate to the class how to do the following:

1. Fold a napkin by the crown fold method.
2. Fold a napkin by the standard rectangular method.
3. Set a common restaurant cover.

WAITER/WAITRESS

INFORMATION SHEET 5--TAKING THE CUSTOMER'S ORDER

I. Greet the customer

A. Make the customer feel welcome and appreciated.

B. Give the customer a cordial and pleasant greeting.

Examples: "Good morning, afternoon, evening."

"Hello, my name is _____."

C. Remember the names of regular customers.

D. Be friendly and courteous.

E. Fill water glasses and pass out menus as soon as possible after customers are seated.

II. Present the menu

A. In many restaurants, the menu will already have been presented by the host/hostess.

B. Be sure the menu you present is clean and shows no signs of wear.

C. Wait approximately ten seconds for the order.

D. If the customer has not made up his/her mind, and you have other tables to serve, excuse yourself.

1. For example: "Excuse me, sir, I'll be back in a moment."

2. Return as soon as possible to the first customer.

III. Know the menu

A. The waiter/waitress must know the menu completely.

B. The waiter/waitress should be able to pronounce each dish and describe it to the customer.

C. The waiter/waitress should be aware of any menu changes or daily specials.

D. Know the preparation time of each item.

1. Some dishes, such as steak, must be cooked to order.

2. Other foods are already prepared and can be served immediately.

3. The customer should be informed when a dish requires more time.

4. The waiter/waitress must be able to time the preparation of food in order to assemble the order properly.

E. Know which foods the restaurant prefers to sell.

1. A restaurant may prefer to sell a dish that can be prepared easily rather than one that requires more work.

2. The waiter can help by suggesting the preferred dish to a customer who is undecided what to order.

IV. Take the order

A. Before approaching the customer

1. Write your initials or first name in the box marked Server.

2. Put the ticket number in the box marked Check No. if not already numbered.

3. Know the restaurant's policy for writing orders and the correct abbreviations to use.

(NOTE: Abbreviations of food names are used to speed up service and may differ from one restaurant to another.)

DATE	WAITER	TABLE	No. in Party	CHECK NO. 44		
				Sub Total		
				Tax		
				Total		

B. When customers are ready to order

1. If serving more than one person, ask if the order is to be all on one ticket or on separate tickets.

2. Record the number of persons on the ticket in the box marked No. in Party.

3. Record the table number in the box marked Table No.

4. Assign each customer a number on the ticket in order to keep the tickets and the customers in order.

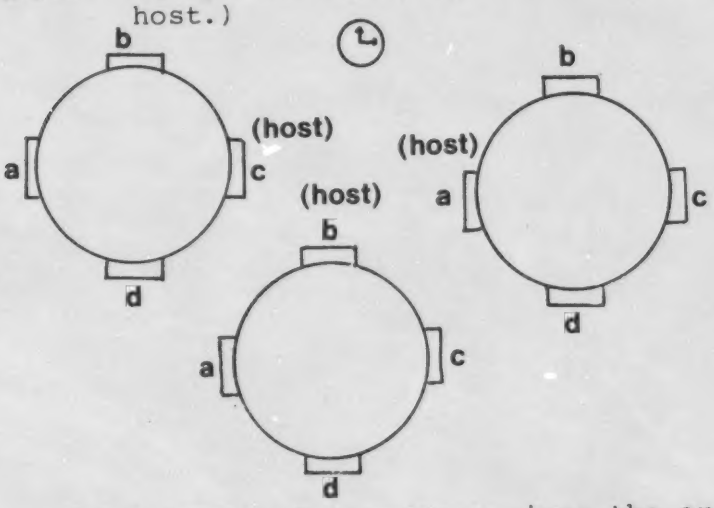
5. Standing at the left of the customer, take the orders clockwise around the table.

(NOTE: Write clearly so that the cook and the cashier can also read the ticket.)

a. Start with the first woman to the left of the host.

b. If the host of the group cannot be identified, select one woman to be hostess and go clockwise from her, or use a stationary object in the room (such as a clock) as a point of reference.

(NOTE: The person nearest to the clock becomes the host.)



6. Listen carefully as the customer gives the order.

7. Repeat the order to the customer to make sure it is correct.

8. Ask any questions needed to complete the order.

   Examples: "How would you like your steak prepared?"

   "What kind of salad dressing would you like on the salad?"

   "Would you like your coffee now or later?"

9. If a child orders, check with the parents to be sure they agree with the order.

10. Make suggestions for any additional items.

    a. If the customer is uncertain about what to order, the waiter/waitress might suggest the house specialty or a standard item such as a steak.

    b. Suggest side dishes, desserts, and beverages when one is not ordered.

       (NOTE: This not only helps the customer decide but also increases sales so that the tip will be larger.)

    c. Suggest dishes that can be rapidly prepared when the customer appears in a hurry.

    d. Suggest an appetizer when the customer orders a dish that requires much time to prepare.

    e. Suggest a substitution if the customer is on a special diet and cannot eat certain foods.

11. Always be prepared to change an order for the customer in a polite manner.

12. Remove the menus when the customers are finished with them.

13. Thank the customers when you leave the table to place the order.

V. Place the order

A. Completed orders are taken to the kitchen.

B. Verbally notify the cook what has been ordered and also post a copy of the order on a revolving stand or spindle above the kitchen serving station.

(NOTE: This procedure may vary according to the restaurant.)

C. While the order is in the kitchen, refill any low water glasses, serve cold drinks, crackers, and butter.

VI. Assemble the order

A. Load the tray

1. Be sure the tray is clean.

2. Arrange dishes on the tray for balance.

a. Start loading from the center of the tray outward.

b. Place heavy dishes in the center of the tray.

c. Place glasses, cups, and other containers of liquids near the center.

(1) Place coffee and tea pots with spouts turned toward the center.

(2) Place cups with handles pointing toward the center

d. Stack saucers separately.

(NOTE: Do not place cups on saucers.)

e. Place smaller dishes around the edges of the tray.

f. Place silverware on a napkin to keep it from rolling.

(NOTE: Place handles all in one direction.)

3. Collect all the serving equipment needed for the order.

4. Pick up cold items such as salad and butter.

   (NOTE: In some restaurants, the waiter/waitress assembles the salad.)

5. Pick up main dishes, or entrees.

   (NOTE: Keep hot foods away from cold foods on the tray.)

6. If hot breads are served, pick them up last to keep them hot.

B. Inspect the order

1. The waiter/waitress is responsible for the final appearance of the order.

2. Be sure to check the order before you bring it from the kitchen to the customer for the following:

   a. Correct and complete order.
   b. Food properly cooked.
   c. Right quantity served.
   d. Properly garnished.
   e. Attractively served.
   f. No food spilled on the edges of dishes.

3. Don't be afraid to turn back to the kitchen any food that is not prepared correctly or is unattractive.

C. Lift the tray

1. Place one hand under the center of the tray.

2. Place the other hand on the edge of the tray to balance it.

3. Slide the tray from the counter with both hands.

4. Bend your knees and lift the tray to waist or shoulder height depending on the policy of the restaurant.

5. Keep your back straight as you carry the tray to the table.

6. Set the tray on the tray jack near the table by reversing the procedure used in lifting.

WAITER/WAITRESS

ASSIGNMENT SHEET 11--TAKING ORDERS

Directions: Explain briefly or role-play how you would solve the following customer situations and questions.

A. Should the waiter/waitress always try to sell a high-priced item or meal rather than a low-priced one?

B. What should a waiter/waitress do when he/she is busy at one table, customers are seated at another, and the waiter/waitress knows that it will be some time before orders can be taken from the customers just seated?

C. Each customer in a party orders a different entree. What can you do to make sure that each customer is served the meal that he/she ordered?

D. A customer is in a hurry and wants "a quick steak dinner."

E. A customer asks you to substitute a sundae offered on the $3.25 dinner for the ice cream offered on the $2.50 dinner.

WAITER/WAITRESS

ASSIGNMENT SHEET 12--PRACTICE TAKING ORDERS

Directions: Work in groups to practice taking orders. Let one person take the order as others play the part of customers. Use correct abbreviations for menu items when taking orders. Ask the class to make comments or suggestions on the method used for taking orders.

WAITER/WAITRESS

INFORMATION SHEET 6--TABLE SERVICE

I. Types of table service--The type of table service used is dependent upon the occasion, the menu, and the number of guests to be served.

A. American service

1. Food is fully prepared and plated in the kitchen.

2. The waiter/waitress serves the plates to the customers from a tray.

B. French service

1. Food is partially prepared in the kitchen and is brought to the table on carts.

2. The waiter/waitress completes preparation of food at the table, and transfers food to the customer's plate.

(NOTE: Some restaurants use French service in combination with other types, as when salads and desserts are prepared on a cart at the table.)

C. English service

1. Platters of food are brought to the host of a group of diners.

2. The host carves, places food on the plates, and serves the other customers.

3. A waiter/waitress stands by to assist the host.

D. Russian service

1. The food is fully prepared in the kitchen, and brought to the table on serving platters or silver trays.

2. The waiter/waitress transfers the food to the customer's plate.

E. Buffet service

1. Platters of food, dishes, and silverware are arranged on a large table.

2. Customers serve themselves.

II. Basic rules for table service

A. Remember at all times to serve at the convenience of the customer.

B. Serve all food items from the left of the customer unless it is inconvenient for the customer.

C. Serve all beverages from the right.

D. Clear dishes from the right unless instructed to clear from the left.

E. When replacing one course with another, remove from the right with the right hand, serve from the left with the left hand.

F. Never reach in front of the customer or across one person to serve another.

(NOTE: One exception is while serving customers in a booth.)

G. Serve everyone in the party the same course at the same time.

H. Place salad to the left of the fork unless served separately and then place it directly in front of the customer.

I. Do not place soiled, chipped, or cracked dishware or glassware or bent or tarnished silverware before the customer.

J. Place cups and saucers to the right of the spoon with the handles at "five o'clock."

K. Place beverage glasses to the right and slightly below the water glass.

L. If personal articles, such as eyeglasses or cigarettes are in the spot where you need to put a dish down, ask the customer politely to move the object, instead of moving it yourself.

M. Keep water and coffee refilled by pouring at the table rather than removing the glass or cup from the table.

N. Serve all food items and accessories properly.

Example: Lemon slices, butter, and crackers should be placed in a dish before serving to the customer.

O. Serve hot foods first, then cold foods.

P. If you accidentally spill food or liquids on a customer, express your apology and offer a clean cloth for cleaning purposes.

(NOTE: If you cannot handle the situation to the customer's satisfaction, the manager should be called.)

Q. Remove dishes from the table before dessert is served.

(NOTE: Make sure everyone at the table has finished.)

1. Remove serving dishes first.

2. All dishes, condiments, and used flatware should be removed from one cover at a time.

3. Leave water glasses, beverages, and dessert spoons or forks.

4. Crumbs should be removed now if very noticeable.

(NOTE: Brush crumbs onto a small plate using a napkin or cloth.)

III. Method for serving

(NOTE: This procedure will vary with the formality of the restaurant.)

A. Place bread, butter, relishes on the table.

B. Place the appetizer (if one is ordered) in the center of the cover.

C. Remove the appetizer dish when the customer is finished.

D. Place soup service in the center of the cover.

E. Remove soup service.

F. Place salad, if served as garnish, above the dinner plate.

G. Bring in the plated entree (American service) or serve food from platters (French service).

H. Remove main course dishes in the following order:

1. Relish dish

2. Condiments

3. Dinner plate

4. Salad plate

5. Vegetable dishes

6. Extra silverware

I. Place silverware for the dessert course to the right of the cover.

J. Serve dessert in the center of the cover.

K. Remove dessert service.

L. Serve coffee.

IV. Serving at a booth

A. Serve the customer on the right, then the customer on the left.

(NOTE: Serve the customer farthest from you first.)

B. Serve the customers on your right with your left hand.

C. Serve the customers on your left with your right hand.

V. After serving

A. After all the food has been served, check with the customers to see if they would like anything else. If they don't, leave them alone to enjoy their meal.

B. Always keep an eye on all tables while the customers are eating. This way, the waiter/waitress can be aware of the customer's needs.

C. If the customer spills something, clean it up quickly and quietly.

D. When guests rise to leave, come forward to help and see that nothing is left behind.

E. The final responsibility of the waiter/waitress is to thank the customers for their business and invite them to come again.

WAITER/WAITRESS

ASSIGNMENT SHEET 13--PROBLEM SITUATIONS

Directions: Ask your instructor to have several students assist you in acting out the following situations involving problems that may occur in the dining room. Discuss in class what you would have done in this situation. Why? What else could be done in the same situation that would also be a correct approach? What might be a wrong approach in each situation?

A. Mr. Williams, who is blind, is seated alone at one of your tables.

B. A large party is talking loudly, laughing, and is disturbing other customers in the dining room. You are their waiter/ waitress.

C. Mr. and Mrs. Bell are celebrating their anniversary and ask you for suggestions on what to order for dinner.

WAITER/WAITRESS

ASSIGNMENT SHEET 14--DEMONSTRATE YOUR SERVING ABILITY

Directions: Work in groups to demonstrate the correct procedure for serving customers at a table and at a booth. One student in each group will role-play the waiter/waitress and other students will role-play customers. Discuss any improvements that could be made in the waiter's/waitress's attitude or method of serving.

WAITER/WAITRESS

INFORMATION SHEET 7--THE CUSTOMER'S CHECK

I. Prepare the customer's check

A. Prepare the check away from the table.

B. Place the price of each item in the amount column opposite the item.

C. Add all the prices listed in the amount column.

D. Figure the sales tax and add to the check opposite the word "Tax."

E. Total the ticket.

F. Recheck all prices and addition.

G. Write "It has been a pleasure to serve you" and your name on the back of the ticket.

(NOTE: This will vary with different restaurants.)

DATE	WAITER	TABLE	No. in Party	CHECK NO. 44		
				Sub Total		
				Tax		
				Total		

II. Present the check

A. Present the check after dessert has been served and beverages refilled.

B. In case no dessert has been ordered, present the check after the customer has finished the last course and beverages have been refilled.

C. Watch for signs that the customer is ready to leave.

1. Restlessness, looking around.

2. Removes wallet.

3. Puts on coat or hat.

D. Ask if anything else is desired.

Example: "Will there be anything else, ma'am?"

E. Place the check face down on the table to the left of the customer.

1. In a large party where the host is known, place the check

to the left of the host's cover.

2. In a large party where the host is unknown, place the check near the center of the table.

3. With separate checks, place the check to the left of each customer.

F. Smile and thank the customer.

G. Leave the table.

III. Tips

A. The purpose of a tip is to reward good service.

B. The waiter/waitress waits for customers to leave before picking up the tip.

C. Never show displeasure with a tip, or with the lack of one.

1. Some people do not leave tips.

2. Your employer pays you a salary to serve customers, whether or not they leave a tip.

3. Turn a poor tip into an opportunity for improvement.

a. Ask yourself what you might have done wrong.

b. Look for ways to improve your service.

(1) Do you smile?

(2) Do you give each customer friendly, courteous service?

D. The waiter/waitress usually gives the dining room attendant a percentage of the tip.

(NOTE: Learn the policy for sharing tips used at the work station.)

WAITER/WAITRESS

ASSIGNMENT SHEET 15--PREPARE TWO GUESTS CHECKS

Directions: Prepare a guest check as if you were the waiter/waitress for each of the parties below.

1. One guest at table 5 orders coq au vin @ $3.50, salad with Roquefort dressing @ $.50, coffee @ $.15.

DATE	WAITER	TABLE	No. in Party	CHECK NO. 44		
				Sub Total		
				Tax		
				Total		

2. At table 3, there are two guests. The man orders lobster tails on the dinner, with baked potato, salad with french dressing, and coffee @ $6.50. The woman orders shrimp Newburg, a la carte @ $3.20, salad with french dressing @ $.50, and coffee @ $.15.

DATE	WAITER	TABLE	No. in Party	CHECK NO. 44		
				Sub Total		
				Tax		
				Total		

3. If each party left you a 15% tip, what would your tips be?

a. _____

b. _____

WAITER/WAITRESS

INFORMATION SHEET 8--DINING ROOM RESPONSIBILITIES

I. Preservice cleanup

A. See that any heavily traveled areas are free of obstructions.

B. Put away any type of preparation equipment not needed during meal hours.

C. Arrange tables and chairs.

D. Vacuum carpets if this was not done at closing time.

E. Observe the dining area for general cleanliness.

II. Clearing tables

A. General rules

1. Clear tables as quietly and quickly as possible.

2. Pick up all of one item such as glassware, before starting with another item to help speed up the process.

3. Scrape dishes into the proper containers.

(NOTE: Do not scrape dishes in front of customers.

4. Stack dishes according to size, with large dishes on the bottom.

(NOTE: Do not stack dishes too high or in a careless manner.)

5. Do not stack glasses inside one another but lay them carefully on their sides.

6. Place silverware in appropriate containers or together in one place.

B. Using a tray

1. Put heavy dishes and platters in the center of the tray first.

2. Balance the load with equally high stacks and weights of dishes.

3. Separate flatware and pile it on one side of the tray.

4. Place glassware in one section, goblets with stem down.

5. Avoid placing glassware inside each other.

6. Place cups, bowls, cream pitchers, and teapots on top of plates, nesting them securely.

7. Avoid overloading the tray and be sure the weight is evenly balanced.

8. Use both hands when carrying a tray.

9. Carry trays at waist level unless required to carry them at shoulder level.

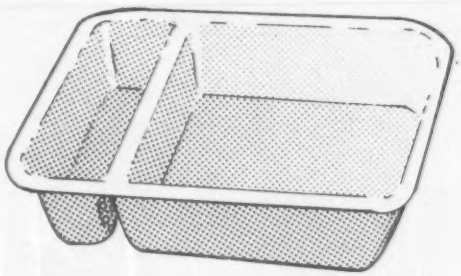
10. Place the tray of dirty dishes at the correct area in the kitchen.

11. Gather all used paper products and throw away in the trash can.

12. Scrape the dishes according to your supervisor's instructions.

    (NOTE: This may be done by the kitchen helper.)

13. Wipe off the tray before returning to the dining area.



C. Using a bus cart

1. Stack dishes, glassware and silverware in the correct bin.

   (NOTE: Place them in the bins carefully to avoid breakage and unnecessary noise.)

2. Never overload carts.

3. Use extra care when wheeling carts to the unloading area.

   a. Pull, do not push carts.

   b. Never run with carts.

   c. Use caution and watch for cross traffic.

4. Unload all food and dirty dishes at the proper place in the kitchen following the custom of the restaurant.

5. Wipe the cart before returning it to the dining area.

II. Cleaning tables and surrounding area

A. After the table has been cleared of dirty dishes, clean the table and chair seats by wiping with a damp cloth.

(NOTE: Be careful not to brush crumbs onto the floor.)

B. Wipe off all condiment servers.

C. Empty ashtrays and clean with a damp cloth used only for that purpose.

D. Clean the floor around the table by picking up crumbs, spilled food, or anything else that is noticeable.

(NOTE: If liquid spillage has occurred, it should be mopped up before the next customer is seated.)

E. If high chairs or booster chairs have been used, they should be sponged off and returned to their proper place.

III. Preparing tables for the next customer

A. Replace soiled linens.

B. Reset the table with dishware, glassware, and silverware according to the restaurant's policy.

C. Make sure condiment servers are clean, refilled, and in their proper place.

D. Clean ashtrays and return to the table.

E. Rearrange the tables according to the number of customers to be seated.

IV. Cleaning the side stand

A. Make sure beverage containers and condiment containers are clean and in place.

B. Check the ice bin or container to be sure that pieces of ice have not been dropped on the floor or service table.

C. Make sure that butter dishes are clean and restocked.

D. Remove any empty or dirty trays that may have been left on the side stand.

E. Return any items such as menus, ashtrays, or condiment servers that are out of their proper place.

V. Stock dining room and service bar

A. Transfer clean dishes and flatware from the kitchen and keep side stands (or other areas designated for clean dishes) well stocked.

B. Make sure the dishes are not soiled, chipped, or cracked. If they are, return them to the kitchen.

C. Keep the beverage station stocked with fresh coffee and other drinks.

D. Keep the ice bin and salad bar supplied with fresh ice.

E. Transfer food such as soups, salads, and desserts from the kitchen to the service bar.

F. Keep condiment servers and other items used by customers such as straws, crackers, tea bags, and lemon slices stocked at the side stand.

WAITER/WAITRESS

ASSIGNMENT SHEET 16--CLEARING THE TABLE

A. Draw a picture of the best way to load dishes onto a tray.

B. How should you carry a heavy tray of dishes?

C. What instructions have you been given on the work station in regard to clearing tables? Give a step by step explanation.

D. After you have cleared the table of dirty dishes, list some things you must do before the table is ready for new customers.

WAITER/WAITRESS

ASSIGNMENT SHEET 17--CLEANING AND STOCKING DUTIES

A. What are your specific clean-up duties regarding the following:

Trash and trash cans

Beverage station

Condiments

Ashtrays

Booster and high chairs

Floors

Entrance ways

B. What additional side duties do you do at the work station that are not included in the information sheet?

WAITER/WAITRESS

INFORMATION SHEET 9--PREPARING DRINKS

I. Preparing coffee

A. Urn type

1. Check all equipment for cleanliness.

2. Measure the correct amount of coffee into the filter.

(NOTE: Approximately one pound of coffee to two and one-half gallons of water.)

3. Spread the coffee evenly over the filter.

4. Pour hot water in a circular motion over all of the coffee grounds.

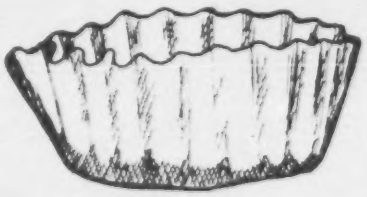
5. Remove the grounds in the filter when the water has dripped through.

6. Keep the temperature of the coffee between 185° and 190°.

B. Individual pot type

1. Check equipment for cleanliness.

2. Place a filter in the filter holder.



COFFEE FILTER

3. Place the correct amount of coffee evenly in the filter.

   (NOTE: Often individual bags with the correct amount of coffee are used to eliminate the need for measuring.)

4. Pour the water through the heating element vat.

   (NOTE: Check to see if the heating element switch is ON and the brewing light is ON.)

5. If the coffee is too weak or too strong, check with your supervisor or reread directions on the coffee package.

(NOTE: Do not pour coffee back through the heating element vat.)

C. Freeze-dried

1. Place the correct amount of coffee in the cup.

   (NOTE: Freeze-dried coffee often comes in premeasured packages. If not, read directions on the coffee container and measure the correct amount.)

2. Add hot (boiling) water.

3. Stir until mixed.

II. Preparing tea

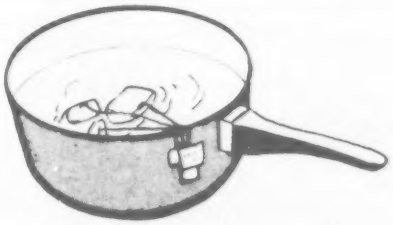
A. Brewed tea

1. Check equipment for cleanliness.

2. Fill a pot with the amount of water needed to make tea.

3. Place the pot of water on the burner and bring to a boil.

4. Place the tea bags in a container that will hold all the water.



5. Pour the water over the bags.
6. Allow the tea to simmer (steep) for five minutes.
7. Serve the tea as requested.
   a. Hot in a cup.
   b. Iced in an eight-ounce glass.

B. Instant tea

1. Check equipment for cleanliness.
2. Read directions on the jar of instant tea.
3. Place the proper measure of tea in an eight-ounce glass.
4. Add cold water and stir.
5. Serve as requested.

III. Preparing soft drinks

A. Prepare the counter

1. Provide different sizes of glasses.
2. Have plenty of ice available.

B. Check the CO_2 tank.

1. Lines should be clean and well tightened.
2. The tanks should be securely fastened to the wall or drink machine.
3. Make sure the valve on the CO_2 tank is closed when connecting or disconnecting the line.
4. Be sure to connect the CO_2 line to the valve marked <u>IN</u> on the syrup can.

C. Preparing the soft drink.

1. All glasses, straws, and drink ingredients should be readied before the shift begins.

   (NOTE: Drinks should not be made up ahead of time because they will become watery.)

2. Select the proper sized glass that the customer requests.

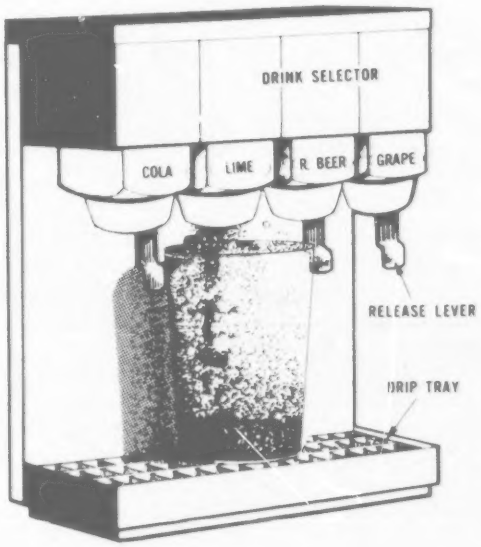
   (NOTE: Be familiar with the sizes and prices of all drinks.)

3. Fill the glass about 3/4 full with crushed ice.

4. Hold the glass under the spout of the selected drink and press the release lever.

   (NOTE: The carbonated water and syrup mixture will flow into the glass.)

   (CAUTION: Be careful not to overfill the glass.)



5. Keep the counter stocked with cups, ice, and other materials as they are taken by the customer.

6. Change the CO_2 and syrup tanks as soon as they become empty.

WAITER/WAITRESS

ASSIGNMENT SHEET 18--EXPLAIN DRINK PREPARATION

Directions: Use the information sheets and your experience on the training station to answer the following questions.

A. Describe methods used to make coffee in a restaurant.

1.

2.

B. Describe two ways restaurants prepare tea.

1.

2.

C. Describe the process used on your training station to prepare soft drinks.

D. What temperature should you keep coffee? between _____° and _____°.

E. The gas used to force the syrup from the tanks to the fountain is _____.

F. When a business serves a large volume of coffee, the coffee should be brewed in an _____.

G. The first thing you place in the glass when making a soft drink is the _____.

H. When making coffee in the urn, you usually place _____ gallons of water for each pound of coffee.

I. When brewing tea, you should allow it to simmer for _____ minutes.

J. Soft drinks made up ahead of time will become _____ before serving.

K. Restocking the counter with glasses, straws, and other items should be taken care of _____.

WAITER/WAITRESS

ASSIGNMENT SHEET 19--SOLVE DRINK-MAKING SITUATIONS

Directions: Write the correct answer for each of the questions below about drink preparation. Use your information sheet or your experience on your training station to solve each question.

A. Most restaurants use CO_2 to force soft drink syrups to the dispensing fountain. It is stored in the large tanks or cylinders which, if handled carelessly, may explode and cause serious injury. What precautions are taken on your training station to see that no accidents occur?

B. Often drinks are made up slightly in advance of serving them. If too many drinks are made up long before they are served, what happens to them?

C. Most syrup tanks have similar markings. How are the syrup tanks on your training station marked to help you hook up the proper lines to the proper valves.

D. What policies does your training station have concerning drink preparation?

WAITER/WAITRESS

TEST PART 1

Directions: Match the terms associated with the waiter/waitress to the correct definition by writing the correct letter in each blank.

_____ 1. Things that are added for convenience or decoration.

_____ 2. The lower boundary for placing the dinner plate and silverware, usually 1/2" from the edge of the table.

_____ 3. Main course of a meal.

_____ 4. Assigned group of tables or counter stools.

_____ 5. Taking dirty dishes to the proper place, cleaning tables, chairs, ashtrays, returning condiments to the proper place, cleaning spills.

_____ 6. Being thoughtful and courteous of others feelings in handling various situations.

_____ 7. Foods on the menu which are listed and priced separately.

_____ 8. Consideration, respect, cooperation, and generosity towards others.

_____ 9. Neat and readable.

_____10. Detailed outline telling the employee what job is to be done and when and how long it should take.

_____11. Keeping all areas clean and free of any germs.

_____12. Time of day when the customer load is greatest.

_____13. Each individual place setting.

_____14. Any action where the customer is physically harmed, has clothes ruined, or is embarrassed.

a. Peak period
b. Work schedule
c. Busing
d. Customer accident
e. Cover
f. Accessories
g. Sanitation
h. Set line
i. Entreé
j. Station
k. Tactful
l. Courtesy
m. A la carte
n. Legible

_____15. To replace food and materials to the area or station as the food and utensils are taken by the customer.

_____16. A small seat used by small children that is placed on a regular chair or booth seat to help the child reach the table.

_____17. Work done in addition to regular duties.

_____18. A cloth of felt or foam rubber used under a tablecloth to reduce the noise of dishes placed on the table and also to keep the tablecloth in position.

_____19. Amount of money beyond the total cost of the bill, usually 15 percent.

_____20. Getting a job done properly without wasting time.

_____21. A chair with a tray attached that is used for babies who can sit alone and can be placed at the end or side of the table.

_____22. Tool or container used for serving food.

_____23. Folding stand on which to set a tray.

_____24. To add decoration to a food.

o. Garnish

p. Tray jack

q. Efficient

r. Utensil

s. Resupply

t. Silence cloth

u. Booster chair

v. Tip

w. Side work

x. High chair

WAITER/WAITRESS

TEST PART 2

1. Point out the correct ways of displaying proper work attitudes by answering TRUE or FALSE to the following statements.

   _____ a. Be courteous and considerate in order to get along successfully with customers.

   _____ b. Be dishonest in dealing with the customer when you can make extra money for the restaurant.

   _____ c. Be pleasant except when the customer is not.

   _____ d. Cooperate in working with others.

   _____ e. Show pride in your work.

   _____ f. Show enthusiasm for your job.

2. Fill in the blanks with the word or words that best completes the sentence.

   a. Be _____ and _____ with customers and co-workers.

   b. Do your work _____ ____, _____, and in a _____ manner.

   c. Start the day with a _____ _____ uniform.

   d. Good _____ will make you look and feel better especially when your work requires a great deal of standing and walking.

   e. Attend to complaints _____ and _____.

   f. Be _____, _____, and easy-going even under trying circumstances.

   g. A _____, _____ attitude helps make customers feel comfortable.

   h. Be aware of your facial _____.

   i. Show _____ in your restaurant and the quality of service it provides.

WAITER/WAITRESS

TEST PART 3

1. Below is a list of causes of accidents. Place a check "✓" in front of each one that is an unsafe practice of the waiter/waitress.

   _____ a. Careless work habits.

   _____ b. Torn carpet.

   _____ c. Unsuitable shoes.

   _____ d. Spillage.

   _____ e. Damaged floor tiles.

   _____ f. Dishes stacked too high on a tray.

   _____ g. Damaged high chair.

   _____ h. Slick floors

   _____ i. Smoldering cigarettes in paper trash.

   _____ j. Cord across passageway.

2. Fill in the blanks in the following sentences.

   a. Study and know any _____ information given to you at work.

   b. If you are unsure about any job procedure that involves safety, check with the _____.

   c. Check to see that the floor is not _____.

   d. Be sure that the floor is completely _____ after cleaning up spills.

   e. Post a _____ when the floor is even slightly wet.

   f. Be sure that all dishes used are not _____ or _____.

   g. Watch for smoldering cigarettes and do not place them in with paper _____.

   h. _____ any broken or defective equipment or any unsafe situation to the _____.

WAITER/WAITRESS

TEST PART 4

1. Place the number of the item that best identifies the correct table setting procedure in the blank on the left.

EXAMPLE: 2 placed in the saucer.

1. Knife
2. Cup
3. Glass
4. Dinner plate
5. Fork
6. Spoon
7. Salad plate
8. Butter plate
9. Butter knife

_____ a. Placed right in front of the customer's seat in the center of the place setting.

_____ b. Placed to the right of the dinner plate with the blade turned to the plate.

_____ c. Placed in the middle of the cover.

_____ d. Placed to the left of the dinner plate.

_____ e. Placed to the right of the knife.

_____ f. Placed above the dinner plate just slightly to the left of the tip of the knife.

_____ g. Placed so any emblem or name faces the customer.

_____ h. Placed to the right and slightly below the water glass

_____ i. Placed to the left of the fork(s) or is placed in the center of the dinner plate.

_____ j. Placed to the right of the spoon(s) with the cup handle turned to the right.

_____ k. Placed above the dinner plate and just to the left of the fork(s).

_____ l. Placed on the bread and butter plate with the blade turned toward the dinner plate and pointed toward the left.

_____ m. May be brought to the table with food already portioned on it instead of being included on the cover.

2. Identify and name the items shown in this diagram of a table setting for lunch.

a.

b.

c.

d.

e.

f.

g.

h.

i.

j.

k.

l.

m.

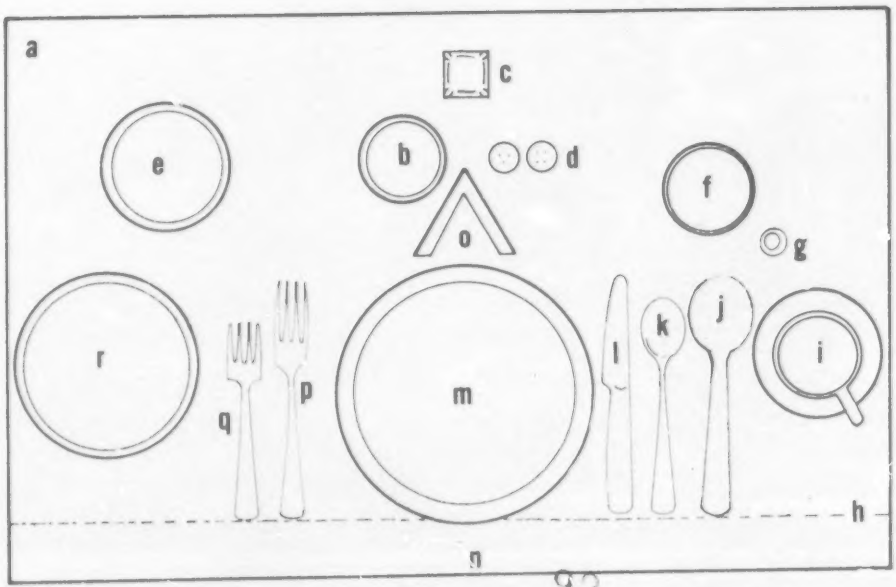
n.

o.

p.

q.

r.



WAITER/WAITRESS

TEST PART 5

1. Place a check "√" beside each correct statement. (More than one answer can be correct.)

   a. When presenting a menu:

      _____ (1) Make sure that the menu is spotlessly clean.

      _____ (2) Give the menu to the person on your left, and let him/her pass it around.

      _____ (3) Wait approximately twenty seconds for the order.

      _____ (4) If the customer has not made up his/her mind, excuse yourself and return as soon as possible.

   b. At a table of guests, one orders a steak. The waiter/waitress should:

      _____ (1) Ask, "How would you like that prepared?"

      _____ (2) Suggest filet mignon instead, because its more expensive.

      _____ (3) Ask, "Would you like french fries with that?"

   c. A woman orders a hamburger, salad and coffee for lunch. The waiter/waitress should:

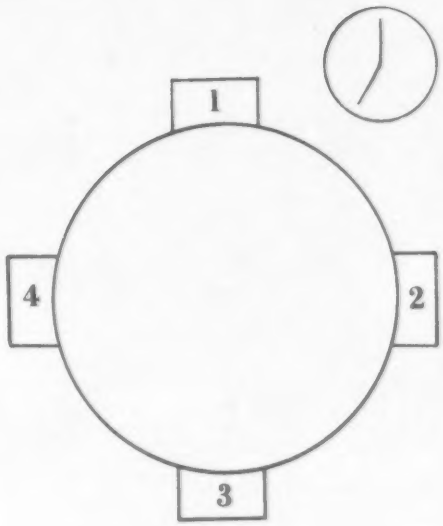
      _____ (1) Serve the coffee after the meal.

      _____ (2) Bring cream to the table.

      _____ (3) Ask, "Would you like your coffee with lunch or after?"

      _____ (4) Ask, "Would you like cream?"

2. Study the table diagram at the right.



   a. To remember what guest orders what, the waiter/waitress should consider _____ the host, and start with _____.

   b. The waiter/waitress should next take the order of _____, moving _____ around the table.

   c. In taking the order of (4), the waiter/waitress should stand between (4) and _____.

   d. In refilling the water glass for (1), the waiter/waitress should stand between (1) and _____.

3. Rearrange and place in the correct order the steps for assembling an order.

_____ a.	(1)	Pick up cold entreés.
_____ b.	(2)	Pick up salad.
_____ c.	(3)	Arrange serving equipment on tray.
_____ d.	(4)	Pick up hot entreés.
_____ e.	(5)	Pick up butter and rolls.

WAITER/WAITRESS

TEST PART 6

1. Name the five basic types of table service.

   a.

   b.

   c.

   d.

   e.

2. Point out the correct rules for table service by answering TRUE or FALSE to the following statements.

   _____ a. Remember at all times to serve at the customer's convenience.

   _____ b. Serve all beverages from the left.

   _____ c. Serve all food items from the right of the customer.

   _____ d. Place cups and saucers to the left of the spoon with the handles at "five o'clock".

   _____ e. Serve everyone in the party the same course at the same time.

   _____ f. To fill water glasses or coffee cups, remove the glass or cup from the table, refill, and replace on the table.

   _____ g. Serve hot foods first, then cold foods.

   _____ h. Clear dishes from the right unless instructed to clear from the left.

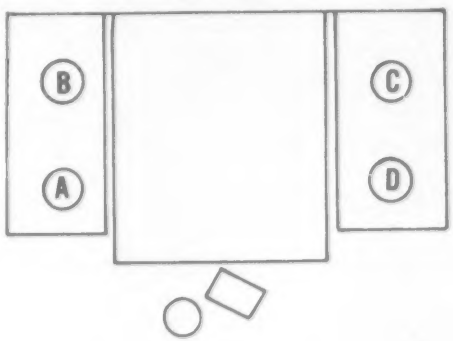
3. Study the diagram of a booth at the right and answer the following questions.

   a. The waiter/waitress should start serving individual _____, using the _____ hand.

   b. The waiter/waitress should next serve _____ using the _____ hand.

   c. The waiter/waitress should then serve _____ using the _____ hand.

   d. The last person served will be _____.



WAITER/WAITRESS

TEST PART 7

1. List five steps in the procedure for preparing the customer's check.

   a.

   b.

   c.

   d.

   e.

2. Place a check "√" in the blank to indicate the correct answer to the statements below.

   a. A party of customers has ordered dessert. The waiter/waitress should:

      ____(1) Present the check, then serve dessert.

      ____(2) Serve dessert, then present the check.

      ____(3) Serve dessert, present the check, then refill coffee cups.

      ____(4) Serve dessert, refill coffee cups, then present the check.

   b. A customer has finished his dinner and indicated he doesn't want dessert. The waiter/waitress should:

      ____(1) Use suggestive selling.

      ____(2) Refill the beverage and present the check.

      ____(3) Refill the beverage and ask, "may I get you something else?"

      ____(4) Present the check.

   c. Two men are having lunch. Mr. A has finished the main course and is waiting for Mr. B to finish. The waiter/waitress should:

      ____(1) Clear Mr. A's dishes and place his check to the left of his cover.

      ____(2) Present separate checks after Mr. B has finished.

      ____(3) Wait until Mr. B finishes, then ask if further service is wanted.

____(4) Refill the coffee cups, then ask Mr. A if he wants dessert.

d. A guest points out an error in addition on the guest check. The waiter/waitress should:

____(1) Apoligize promptly and correct the mistake.

____(2) Take the check away from the table and recheck the figures.

____(3) Go over the figures carefully with the guest.

____(4) Write out a new check.

e. A guest who ordered a la carte, but remembered the dinner price, complains that he was overcharged. The waiter/waitress should:

____(1) Pleasantly explain that he ordered the items a la carte, not on the dinner.

____(2) Apologize and change the check to read "dinner".

____(3) Call the manager.

____(4) Hide in the kitchen.

f. A dinner guest has left a tip of 2¢. You should:

____(1) Avoid serving him the next time he comes to the restaurant.

____(2) Make sure the other guests know he's stingy.

____(3) Turn it into an opportunity for improvement.

____(4) Explain to the busboy why you can't shre the tip.

g. If a dining room attendant does the job well,

____(1) the waiter/waitress will have larger tips to share.

____(2) he/she will make up for a poor waiter/waitress.

____(3) he/she can steal the waiter/waitress job.

____(4) he/she and the waiter/waitress can leave work early.

h. If a waiter/waitress shares tips with a dining room attendant,

_____ (1) he/she is foolish.

_____ (2) he/she will do a better job.

_____ (3) they will both get rich.

_____ (4) the customer will resent it.

WAITER/WAITRESS

TEST PART 8

1. Select from the list below the usual responsibilities of the waiter/waitress. Circle the letters of the correct answers.

   a. Removes dirty dishes from the table.

   b. Serves or refills water or coffee.

   c. Arranges tables and chairs.

   d. Resets table covers.

   e. Fries hamburgers.

   f. Sweeps floors.

   g. Cleans up spills.

   h. Empties trash.

   i. Operates the cash register.

   j. Keeps service area stocked.

   k. Is always courteous to customers.

   l. Scraps dishes at the table to speed clearing the table.

   m. Observes the dining area for general cleanliness.

2. What items and equipment should be sponged off with a damp cloth in preparation for new customers?

3. How should you stack and carry dishes on a tray?

WAITER/WAITRESS

TEST PART 9

Directions: Explain the drink preparation process by answering the following questions.

1. The three ways of preparing coffee are

   a.

   b.

   c.

2. The procedures used in making brewed and instant tea are

   a. brewed--

   b. instant--

3. List the supplies used in preparing soft drinks.

   a.

   b.

   c.

4. What gas is used in soft drink preparation?

5. How much crushed ice should be placed in each glass before filling with soft drink syrup?

6. How often should the beverage station be resupplied with drink preparation supplies?

7. What sizes of drink glasses are used at your work station?